

BREAKING BARRIERS TO COMMUNICATION

INTERNAL WIRING

PSYCHOLOGICAL

Levels of confidence and apprehension influence communication
 Level of self-esteem impacts communication and reception of messages
 Presence of mental health challenges can impede communication
 Social anxiety disorders make understanding and expressing difficult

EMOTIONAL

Anger impedes conversation effectiveness
 Frustration may reduce conversation absorption
 Becoming upset or crying inhibits ability to hear what's being said
 Variance in emotional capacity or expression between people impacts communication

PERCEPTUAL / BIAS

Different points of view or opinions can create a divide
 Assumptions impede interpretation and outcomes
 Previous beliefs or stories influence communication
 Variance in interpretation and perception of the interaction diminishes effectiveness

REMEMBER THIS:

1 We don't see others' _____ *What could I not be seeing here? What else could be going on?*

2 Everyone is _____ *How could I be showing more understanding? More compassion?*

3 Our wiring isn't easily _____ *What does me being more patient or flexible here look like?*

BARRIERS TO COMMUNICATION

PHYSICAL

Hybrid and remote relationships can diminish communication
 Being off-camera or without body language clues can obstruct understanding
 Global time zones impede quality and quantity of communication

TECHNICAL

Faulty internet/phone connections, lack of wi-fi or cellular service disrupt communication
 Low comfort or ability to use various conference and meeting technology

CULTURAL

LANGUAGE

GENDER

COMMUNICATION CHECKLIST

Did the message or the meaning of this conversation get through or get distorted?

 YES

 NO

Did the mode (IM, text, email, video, in-person) work for this conversation?

 YES

 NO

How do I feel this conversation went?

What was the outcome?

Other person / people I can ask for feedback on this conversation? _____

IMPROVING COMMUNICATION IMPACT



Nail Communication Basics First

Right place. Right time. Right mode. Tech Check.



Monitor Your State

Self Check. Gut Check. Ego Check. Intent Check.



Have Bias-Busters at the Ready

What story am I creating or holding onto here? What questions can I ask to learn more?



Emphasize the After

Reflect. Ask questions. Seek feedback. Circle back. Learn better.

WEEKLY ASSIGNMENTS

1

WEEK ONE: ASSESSING COMMUNICATION BREAKDOWNS AT WORK

COMPLETE WORKBOOK PAGES 1-2, THEN ANSWER THE QUESTION BELOW.

End of week reflection:

IS THERE ANYONE AT WORK WITH WHOM COMMUNICATION ISN'T OPTIMAL? DESCRIBE THE DYNAMIC BELOW AND SEE IF YOU CAN IDENTIFY ANY OF THE BARRIERS FROM PAGE 1 THAT MIGHT BE CONTRIBUTING FACTORS.

2

WEEK TWO: COMMUNICATION AUDIT

USE THE BELOW AUDIT FORM IN THE NEXT WEEK TO HELP DISCERN WHERE YOU CAN MAKE COMMUNICATION MORE EFFECTIVE AT WORK.

Did the message or the meaning of this conversation get through or get distorted?

 YES
 NO

Did the mode (IM, text, email, video, in-person) work for this conversation?

 YES
 NO

How do I feel this conversation went?

What was the outcome?

Other person / people I can ask for feedback on this conversation? _____

WEEKLY ASSIGNMENTS

3

WEEK THREE: REFLECT ON WHERE THERE'S POTENTIAL TO IMPROVE

REVIEW YOUR NOTES IN THESE WORKBOOK PAGES, THEN CONSIDER THE BELOW QUESTIONS.

End of week reflection:

WHERE OR WITH WHOM IS INEFFECTIVE COMMUNICATION MOST APPARENT?

WHAT IS SOMETHING I CAN DO TO IMPROVE THINGS OR REMOVE BARRIERS WITH THIS PERSON?

DO I RECOGNIZE ANY PATTERNS IN MY BEHAVIOR OR COMMUNICATION STYLE THAT TYPICALLY GET IN MY WAY WHEN COMMUNICATING AT WORK? WHAT'S ONE STEP I CAN TAKE TO IMPROVE THAT?

WHEN I THINK OUT A FEW MONTHS FROM NOW, WHAT IS THE SHIFT I'D LIKE TO SEE WITH REGARD TO BEING A BETTER COMMUNICATOR AT WORK?