

Action sheet

This month's session covered five different rules to master communication.

On the next few pages are some exercises to help solidify four of them.

First of all, here is a reminder of the outcome you are looking for in every communication.



What does good communication look like?





- Genuinely good experience with both parties involved and interested
- Both parties feel heard and understood
- A willingness on both sides to be open
- A comfortable atmosphere where even if the topic is difficult important things get said
- The conversation makes a difference and leads to a useful or satisfying result
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What percentage of the time do you think you currently achieve this?

Mastering Communication

Action sheet

The Framing & Newspaper Rules



Choose which one that you would like to work on

What situation are you going to use it in and with whom?

What are you going to say for each step? (Remember – there are three steps in both)

1:

2:

3:

I'll know that I've been successful because...

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The Pedestrian Rule



Think of recent communications between two of your colleagues that have gone wrong. As you look back, what could the speaker have done to prevent this accident? Can you add one of your own experiences to this?

SITUATION	STOP WHAT ASSUMPTIONS DID THEY MAKE?	LOOK WHAT QUESTIONS COULD THEY HAVE ASKED?	LISTEN HOW WELL DID THEY LISTEN?



Action sheet

The Flex Rule



Inferential and Literal (Indirect and Direct)

Inferential Listener

- Reads between the lines
- Looks for the 'hidden' meaning

Inferential Speaker

- Gives hints and suggestions
- Some might say hopes the other person will 'get it'

Literal Listener

- Takes things at face value
- Doesn't read further into what is said

Literal Speaker

- Is direct and straight
- Some might say a blunt way to speak

Here are some examples of the Flex Rule showing literal (direct) versus inferential (indirect) communication styles.

Literal Speaker examples with responses on both styles

The presentation has loads of errors

Listener (literal)

Oh, how frustrating!

Listener (inferential)

I'll take a look at it now

What data did you use in the proposal?

Listener (literal)

It's all from the National Statistics office

Listener (inferential)

What data did you want me to use?

Inferential speaker examples with responses on both styles

There are problems with the presentation.

Listener (literal)

Oh, how frustrating!

Listener (inferential)

I'll take a look at it now

How did you arrive at that conclusion in the proposal?

Listener (literal)

It's based on data from the National Statistics office

Listener (inferential)

What's the problem with it?



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The Flex Rule

Now it is your turn. Over the next few days, listen to other people's conversations and write down what the speaker says and how the listener responds below in the correct box until you have at least one example of all four possible combinations. Have fun with this – it explains so well why many good communications happen and why so many bad ones do too!

Literal Speaker examples with responses

EXAMPLE 1

Listener (literal)	Listener (inferential)

EXAMPLE 2

Listener (literal)	Listener (inferential)

Inferential speaker examples with responses

EXAMPLE 1

Listener (literal)	Listener (inferential)

EXAMPLE 2

Listener (literal)	Listener (inferential)

And remember, repeat, repeat, repeat! 😊

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