

RECEIVING COMMUNICATION

Letting A Person Feel Heard

Listener Thinks

REFLECT back using their language; no rebuttal

ENCOURAGE correction and reflect again until correct

LIMIT your reply to the clarification they asked for

CONFIRM understanding, whether or not you totally agree

Listener Says

Let me see if I understand you...

Is that accurate?

My answer to your request is...

Is there more...
Are we clear about this?

Listening Key

Use the other person's words to show that you understand what they have said to you

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CLEAR COMMUNICATION

Making It Easy To Be Understood

Speaker Thinks

STATE recordable data without interpretation

DISCLOSE your feelings and perceptions, owning them as yours

ADMIT your role in creating or sustaining the issue

ASK for an action or comment to get back in integrity with the person

Speaker Says

The specific facts are...

What happened has me thinking xxx and I feel xxx

My part in this is ...

And my request is ...

Speaking Key

Let the other person know of their impact on you, and give them a way to clear the air

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