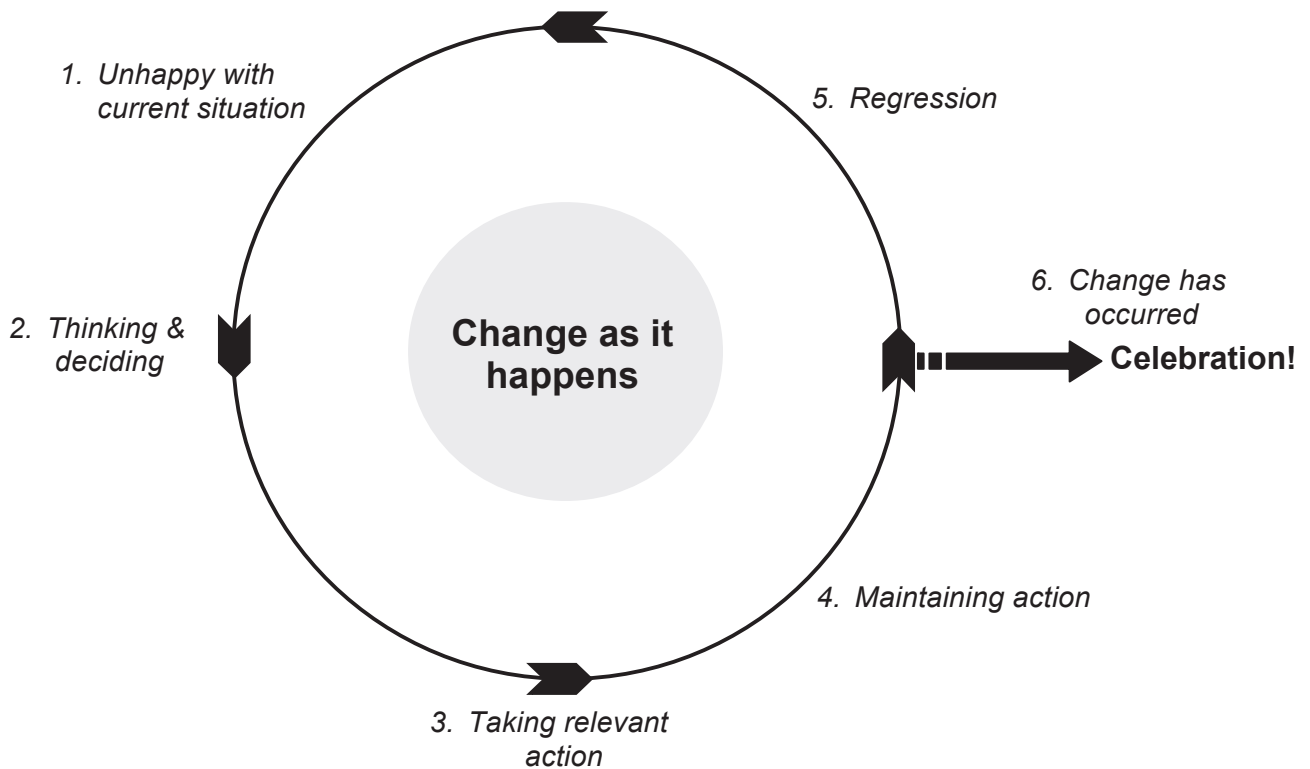




Communication

Model of Change



1. I know something in my life is not as I would like it but I haven't done anything about it yet.
2. I have decided to make some changes and I know what I would like to change.
3. I am taking steps to change.
4. I have been actively taking steps to change, and I have been successful.
5. I have slipped back into my old habits and behaviours again.
6. OK! Change has occurred and I now don't know what all the fuss was about!

Overall, which stage do you feel you are now at with pursuing your Goals?

1 6

Some Ideas to help move you forward

Stage 1 – Unhappy with current situation

Don't look to change others, or insist that the situation changes. Look, instead, at what you are doing that creates and maintains the problem.

Stage 2 – Thinking and deciding

Focus on how this problem has affected your life. Stop analysing the why and concentrate on how to solve it. Become aware of reasons you must change rather than reasons not to change.

Stage 3 – Taking relevant action

Don't rush into change. Plan your change then work your plan. Make a personal and public commitment to changing.

Stage 4 – Maintaining action

Focus on what you want, not what you have right now. Think about how good your life will be with these new changes in it. Keep busy and focus on daily action. Remember to reward little wins. Tell everyone how well you are doing. Be vigilant in your environment and be sure it supports you as you change. Avoid complacency and try to avoid regression.

Stage 5 – Regression

Accept that regression is a normal part of change. Learn from mistakes. Get into action again and try a new path to the solution. Set new action steps.

Stage 6 – Change has occurred

Celebrate your success!! Don't rest on your laurels though. Set new goals, keep moving forward, help teach others how to change, consider coaching a friend, keep conditioning your new behaviours (making them a permanent way of life).

“Success is getting what you want. Happiness is wanting what you get.”

- Ingrid Bergman, actress

Recap

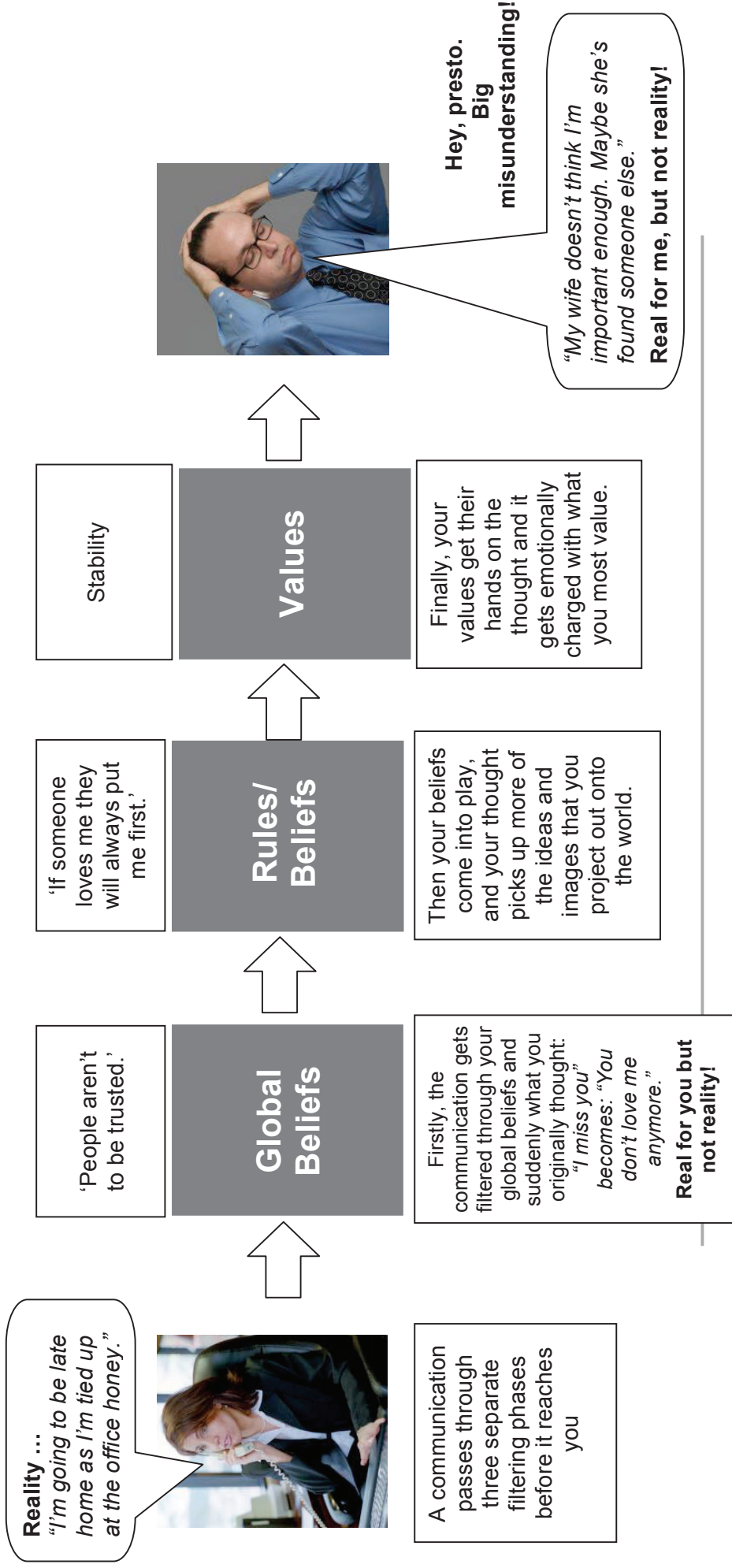
Do you fully understand the following principles and techniques?

- Goal Setting**
- Resources**
- Milestones**
- Beliefs and how they are created**
- Values**
- Your Rules**
- The Six Human Needs**
- Change and how it happens . Model of change**

Do you feel confident that you understand these principles well enough to apply them to help yourself and others?

Are there any other areas of your life that you feel are out of balance?

Communication and Projection





Let's discuss the diagram on page 5

1. What sticks out at you about this picture? What we say and what is heard is two very different things.
2. Did you notice the beliefs, values and rules?
3. Who is the person that is responsible for actually communicating the message, the person speaking or the person listening?

Parts of communication

Communication can be broken into 3 parts. Words, Body language and Tone

What percentage would you give each?

According to Mehrabian experiments on communication:

Only 7% of communication is Verbal. 38% is paraverbal (Meaning tone and intonation) and 55% body language. If you ask me... this is debatable but he has made his point. Words alone are not enough to fully understand the message.

Mehrabian point is Words alone are not enough to fully understand the message.

Lets look at all 3 parts of communication.

Body language.

The conscious and unconscious movements and postures by which attitudes and feelings are Communicated. Mehrabian says that 55% if communication is body language. Wow that a massive amount. Lets take a moment to think about your body language when you communicate. Think of the last time you needed someone to really hear you. Maybe you needed to tell your partner something important or you needed to ask your boss for a raise. Once you have the conversation in your mind answer the following questions.

Describe your body language, did you cross your arms, make eye contact, clench your jaw or raise an eyebrow? What do you think you looked like?



What could you have done better?

Here are example of how to create a good repour

Create repour:

- Breath at the same cadence as the person is breathing
- Match their tone.
- Use the language that they like. Younger person use "cooler" language.
- Matching and mirroring their movements

You will normally do business with someone that you have a connection with. Even if it's not the best business deal but it's the person you have a connection with.

Tone:

Tone of voice is how the character of your business comes through in your words, both written and spoken. It's not about what you say, but rather the way that you say it, and the impression it makes on everyone who reads or hears you.

1. **Target groups:** Who do we communicating with/to?

- Be mindful about who you are talking to
 - Friends, Boss, client, colleges, Partner, Children

Describe how you communicate with that person that is related to your goal?

Think of your goal is there something you can change in your tone to achieve your goal sooner?



Example of a good business Tone internally and to clients

- Personal: We communicate directly and relaxed. Think like a person who talks to someone he or she knows and likes.
- Inviting: We are an organisation who care about what happens to each other. Our tone is friendly, generous and lively. We want to make people relax and feel welcomed.
- Informal: Perfect vocabulary and pronunciation is not necessary, as long as the language is understandable.

Words

Consider who you are talking to and make sure you are using the correct vocabulary. If you talking to your well-educated boss about getting a job, I would not suggest using slang.

Exercises

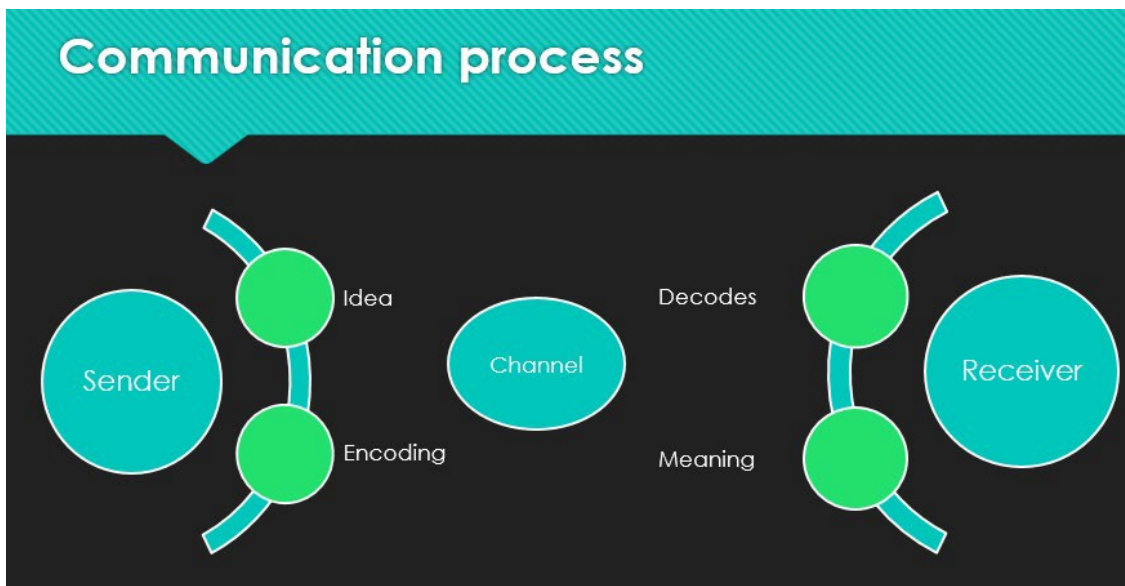
How good is your communication?

List areas in your life you feel you are communicating efftetely?

List areas in your life you feel you are not communicating effectively? And how can you improve them.

Communication process

1. Just by looking at the communication process illustrated below you can understand why communication is an art.
 - a. The encoding is determined by your filters, your beliefs, your values, rules you have created and the result you want.
 - b. The decoding is determined by the same elements as the encoding but by the receiver and not the sender. The sender might have totally different beliefs, values, rules and wants something different.
 - c. The brain adjusts and manipulates the message we hear by:
 - i. deleting certain parts of the message
 - ii. filter out facts that are not in accordance with our values, we don't interpret the senders message correctly because of our beliefs.
 - iii. bending or distort facts to make them say what we want to hear. distort incoming messages so it fits in with what we want to hear. Eg I am working late...becomes she doesn't love me as per notes.
 - iv. Patterning altering message to fit into what we already believe eg I never hear constructive criticism because you believe you are so good at your job. We will delete/ generalise info- leaving only what we want to know or hear.



2. The main purpose of communication is that the receiver has understood the message as intended from the sender's point of view. The message is not important to the receiver if the message has not been understood. There is no point to the message. Interesting right?



Principles for effective talking -

1. **Understand yourself.** Ask yourself what do I want the listener to understand or do after my message. Why am I trying to communicate this message?
2. **Understand your audience.** By understand your audience you will be able to predict the outcome. Will they be upset? Do they understand the goal? Will they interpret the message correctly? Take into account the receiver's belief system so they can interpret your message correctly.
3. **Get specific.** Make sure you have expressed your message clearly with out rambling or carrying on about other examples, this will help not to confuse the listener.
4. **Find the right time.**
5. **Remember The 7 C's of effective communication**
Clear: easy to perceive, understand, or interpret,
Concise: giving a lot of information clearly and in a few words; brief but comprehensive, Concrete: specific; definite,
Correct: free from error; in accordance with fact or truth,
Coherent: logical and consistent,
Complete: having all the necessary or appropriate parts,
Courteous: polite, respectful, or considerate in manner.

Principles for effective listening

1. **Pay attention**
2. **Do not interrupt.** Allow the person speaking to express themselves. Take note of their body language and tone. Remove distractions if needed. Stop talking and prepare yourself to listen.
3. **Try and put yourself in the sender's shoes.** Often is not easy to express ourselves so be patience and try understand the message from their point. Try to understand the other persons point of view.
4. **Acknowledge their feelings.** Be mindful of the way they feel. If you are not sure wait for them to finish then ask.
5. **Ask them what is important to them about their message and what they want you to do about it.** Ask them what is the most important part of their message and then repeat what you have understood about the message. Ask them their expectations of you.
6. **Repeat what you have heard.** Once they have finished talking repeat what they have said in your words. Be mindful not to leave anything out. Include what is expected of you
7. **Avoid personal prejudice.** It is a message it's not personal.

References

<https://magazine.vunela.com/effective-communication-five-principles-to-perfect-172c9adbe0ee>

The marriage course by Alpha international