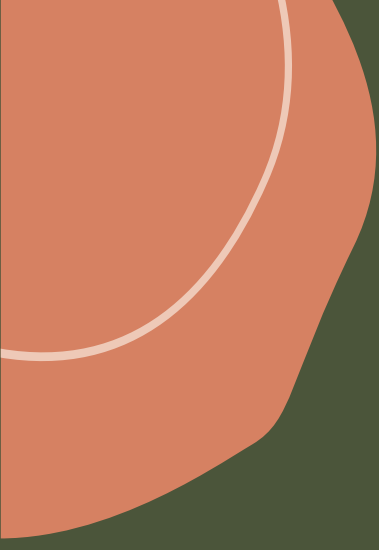


Communication



**"Seek first to
understand, then to be
understood."**

- Stephen Covey



The first lesson in
communication is
to listen

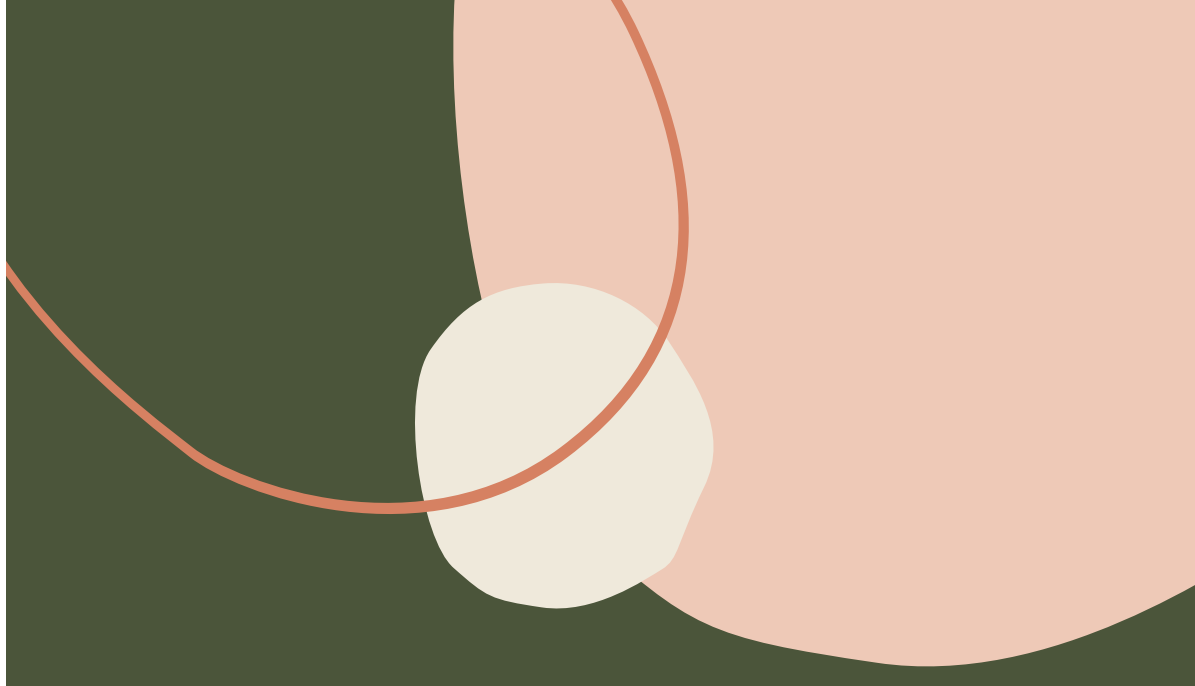




How to listen:

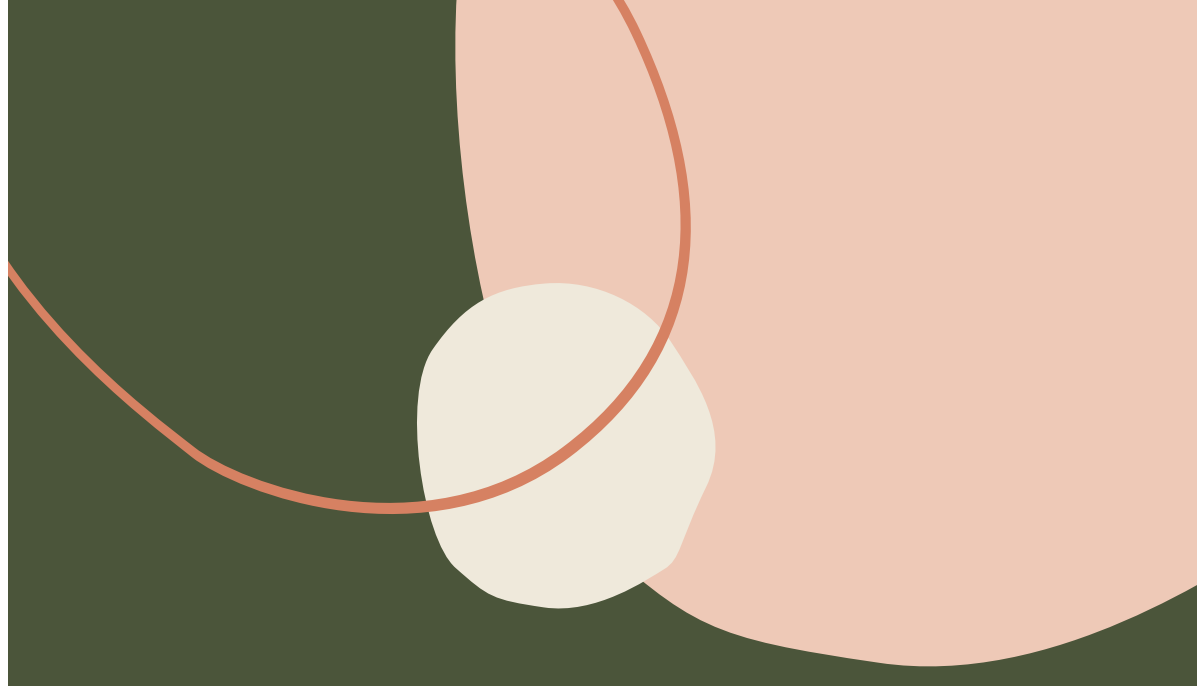
1. ACTIVELY: BE ENGAGED AND ATTENTIVE. PARAPHRASE WHAT THE OTHER PERSON HAS SAID AND ASK CLARIFYING QUESTIONS.
2. EMPATHY: TRY TO IDENTIFY WHAT NEED THE PERSON'S EMOTIONS ARE COMING FROM.
3. OPENESS: TRY TO LEAVE PRECONCEIVED IDEAS ASIDE AND OPEN YOURSELF TO WHAT THE PERSON IS COMMUNICATING TO YOU.
4. AWARENESS: BE AWARE OF YOURSELF AND THE OTHER PERSON.

**We tend to
operate on a
front stage and a
back stage...**

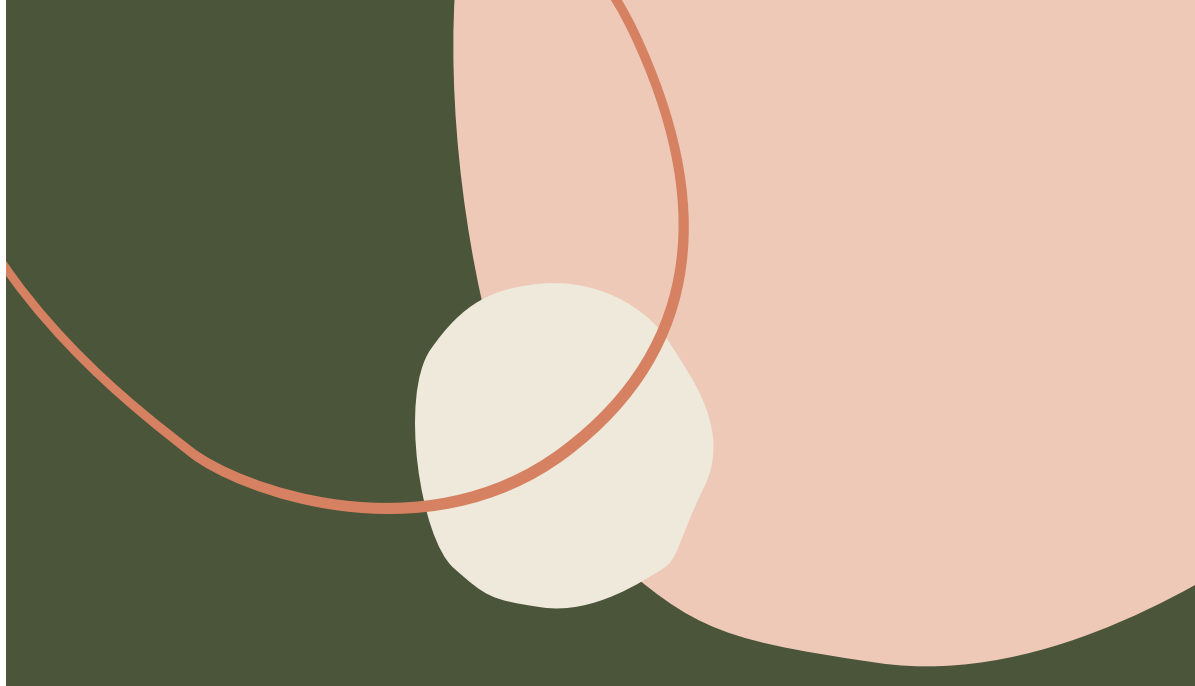


**The front stage is where
we're in public or trying
to impress someone.**

**The back stage is where
we are comfortable and
can be ourselves.**



When someone is speaking to you, be empathetic and try to avoid saying things like, "It could be worse." Everyone needs to feel validated in what they are going through.



A stylized illustration of a plant with three dark green leaves and a thick stem, set against a background of large, overlapping circles in shades of orange and red. The plant is positioned on the left side of the image, with its leaves extending towards the right.

**Intrapersonal
communication: part of
communication is how we
talk to ourselves**

KNOW YOUR TRUTH.

KNOW YOURSELF.

**WORK ON PERSONAL
DEVELOPMENT.**

BE KIND TO YOURSELF.

THINK OF EVERY
CONVERSATION AS A CIRCLE.
THEN BE AWARE OF HOW MUCH
SPACE YOU ARE TAKING UP IN
THAT CIRCLE. ASK YOURSELF,
"SHOULD I BE FILLING THIS
MUCH SPACE? HAVE I GIVEN THE
OTHER PERSON ENOUGH ROOM
IN THIS CONVERSATION?"





Don't ask questions with an agenda. These are leading questions. Rather, be open and listen to what the other person really thinks.

A stylized illustration of a plant with three dark green leaves and a stem, set against a background of large, overlapping circles in shades of orange and red. The plant is positioned on the left side of the page, with its leaves extending towards the right.

3 things to consider:

1. ATTITUDES: EASY TO CHANGE.
LIKES/DISLIKES.
2. BELIEFS: HOW WE STRUCTURE
REALITY.
3. VALUES: OUR MORALS. WHAT WE
THINK IS RIGHT AND WRONG.
THESE RUN DEEP.

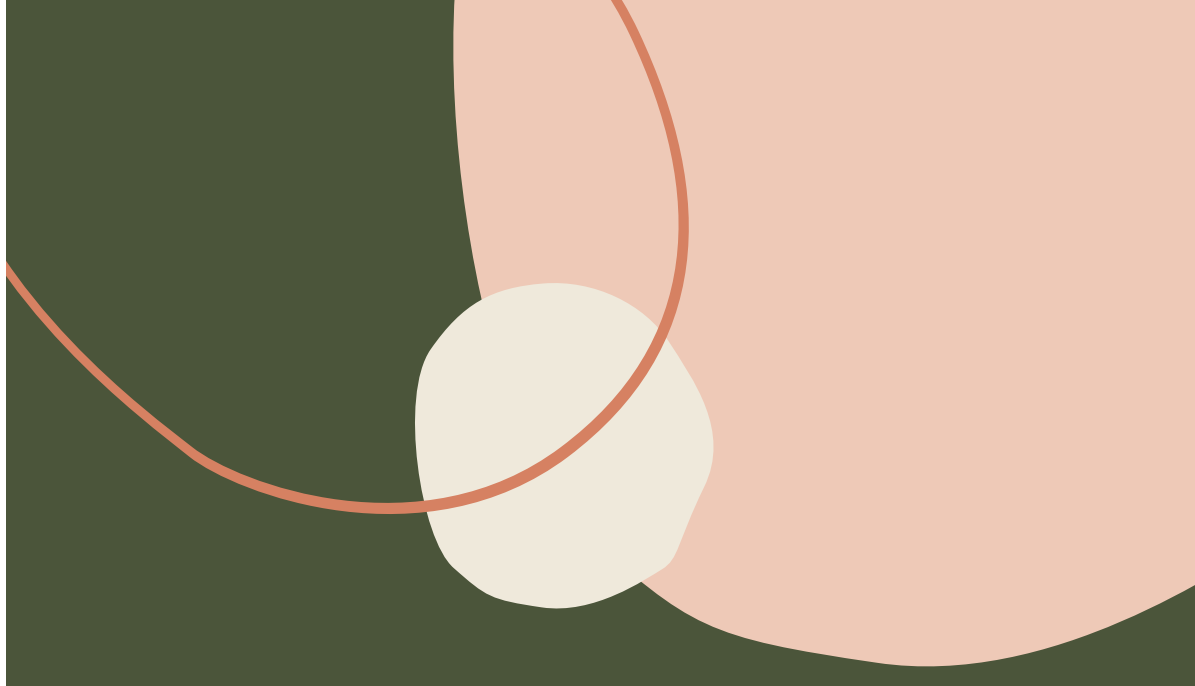
Listen on a deeper level...

OFTENTIMES, WE WANT THE SAME
THING AS SOMEONE ELSE AND SHARE
THE SAME VALUES, WE JUST HAVE
DIFFERENT WAYS OF ACCOMPLISHING
WHAT WE WANT. TRY TO UNDERSTAND
EACH OTHER.



Approach with curiosity rather than certainty...

You could say something like, "This thing makes sense to you, and I respect that. Now I want to understand why it makes sense to you."



IDENTITY THREATS ARE WHAT OFTEN CAUSE CONFLICTS...

While disqualifying someone's attitude is not recommended, discrediting someone's beliefs or values is a threat to their very identity. Avoid devaluing what people hold most dear, even if you have different values and beliefs.



**When people feel
validated, they feel
understood.**

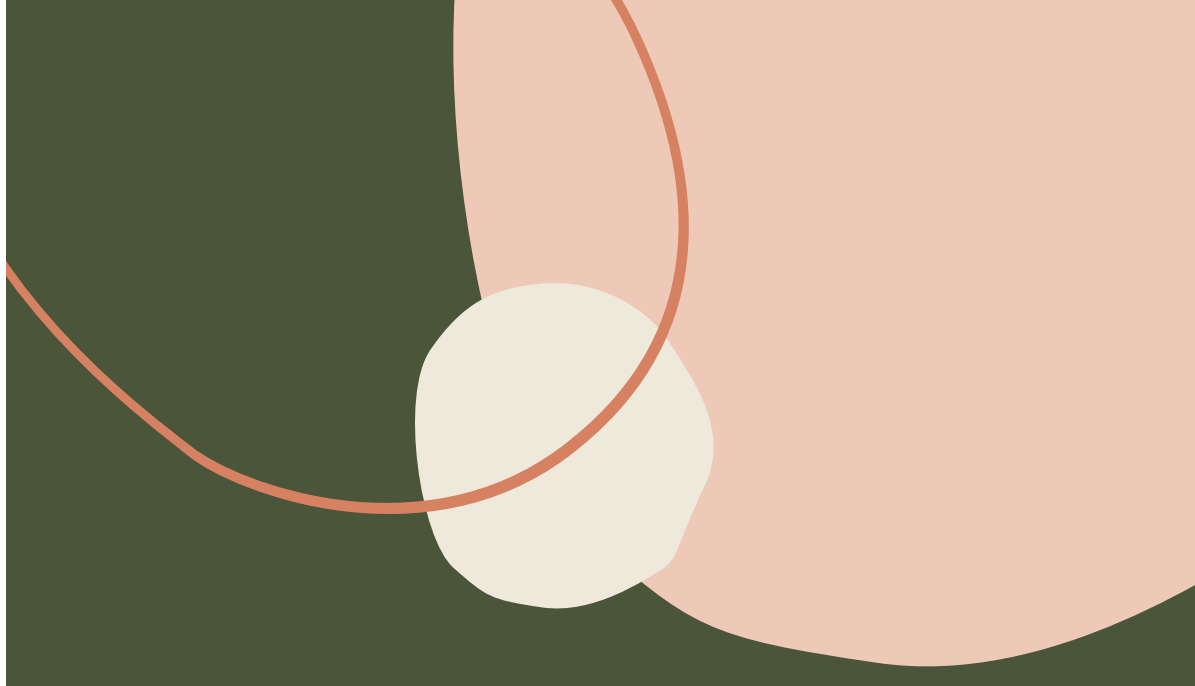
**Everyone has a
need to feel
understood.**



THINK OF A TIME WHEN
SOMEONE REALLY
LISTENED TO YOU. HOW
DID THAT MAKE YOU
FEEL? DID IT CHANGE
THINGS FOR YOU?



**How can we listen
better in our current
relationships?**



The background features a solid light orange color. In the bottom left corner, there are large, overlapping organic shapes in a darker orange and a dark green. The green shapes have small white diagonal lines running across them, resembling leaves or grass.

Listen without thought of your reply.

OFTENTIMES WE LISTEN TO OTHERS AND REHEARSE WHAT OUR REPLY WILL BE BEFORE THE PERSON HAS FINISHED TALKING. RATHER, LISTEN WITH AN OPEN MIND AND DON'T THINK ABOUT HOW YOU'LL RESPOND UNTIL THE SPEAKER HAS FINISHED THEIR THOUGHTS.

**"Most people do not
listen with the intent to
understand. Most
people listen with the
intent to reply."**

- Stephen Covey



**"Give, but don't allow
yourself to be used. Love,
but don't allow your heart
to be abused. Trust, but
don't forget to question.
Listen, but don't lose your
own voice."**

- Unknown



**"Everyone is
shouldering a burden,
so be kind."**

- Jackie Trottmann

