



COURAGEOUS COMMUNICATION

THE ANTIDOTE FOR MISCOMMUNICATION

Courageous communication is the foundation for effective working relationships. Today's diverse workplace, with its cross-cultural teams, cross-functional projects and cross-generational differences, requires communication that can be complex, nuanced and often intense. This can bring out the best or the worst in people. Too often, valuable time and energy is lost due to reactivity and needless miscommunication. The antidote is clear, kind, direct and respectful, communication especially in situations that require a high level of accountability, where power relationships are volatile, unclear or confusing, and where work expectations change quickly. This takes courage and skill. The one-day *Courageous Communication* training provides the necessary framework, awareness and tools.

We often make the assumption that communication has occurred when we talk or send a message. But sending a message is only part of the communication loop. Communication efforts are often shockingly incomplete. Consider this startling research:

- People say only 30% of what's on their minds.
- People pay attention to a speaker only 50% of the time (50% is lost).
- People will misinterpret 25% of your message.
- Immediate recall is only 60%; 24 hours later it goes down to 30%.

Yet there are simple techniques for creating greater clarity. For example, asking the question, "What did you hear?" increases accuracy by 25-75%.

BENEFITS TO THE BUSINESS

When individuals are trained to think, act and respond to others in clear, respectful ways, the ROI for the organization is enormous.

Hewlett Packard and GE found a strong correlation between improved communication and increased productivity and employee retention.

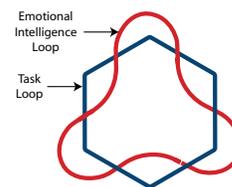
With a courageous communication culture in place, you can also expect less wasted resources (time, energy, money), less needless re-work and deadline slippage, fewer misunderstandings, less conflict, more effective collaboration, and stronger, more enlivened relationships that can last over time.

METHOD

Participants are reminded that everyone wants to be heard, understood and respected. But as contact with others becomes more intense, reactivity may increase and communication becomes more challenging. The role of courage and vulnerability is clarified, especially if one is in a leadership position. Participants assess the types of relationships that are most challenging and

strategic for their success, assess their communication style and look at four different limiting patterns, along with their constructive antidotes.

The emotional intelligence and task loops are introduced. This increases awareness of how to care for and respect both one's self, others, and the larger context.



The basic steps in communication (speak-listen-respond-verify) are outlined as a communication circuit that can be very complex. Participants then assess their listening habits, using the seven levels of listening.

They use a worksheet to focus on a challenging situation and craft a clear, effective message, using a three-part structure. They then practice delivering the message in triads, where they receive feedback and identify where to improve their communication.

OUTCOMES

- Tools to prepare for critical conversations.
- Ability to listen with elevated attention.
- Greater focus on their intention in the conversation.
- Less reactivity and more confidence in challenging conversations.
- Rely more on communication to understand and less on communication to command.

Additional communication tips and guidelines are included in the Participant Guide, along with recommended reading, and additional worksheets.

For additional supporting information, please refer to [The Cost of Miscommunication](#) information sheet.