

The Five Keys to Receiving Communication as it was Intended

1. Suspend judgement

Clear your head of the inner chatter that stops you from really hearing what the other person intends you to receive. Think the best of the person and don't jump to conclusions before they have finished – like labelling them as “lazy, boring, argumentative, snobby, shy.....”

Also remember we all take information in differently, we process it differently and we make decisions differently – this all impacts on what we do and how we say things when communicating.

2. Stop sending solutions

Let the other person do the talking if you want to receive the message they had intended. Even if you have had similar experiences stop talking, don't share your stories and don't try to solve their problem as they talk.....just listen!!!

3. Show empathy

This is your ability to understand another person pretty much as they understand themselves – you “crawl into their skin.....walk in their shoes”. This means you need to listen to the other person in a non-prejudicial, non-judgemental way. Hear their story as they choose to present it and note the special significance the story has for them. ***Listen with the intent to understand, not with the intent to reply!***

4. Adopt a propensity to trust

When trust is high, communication is easy, instant and effective. When receiving information choose not to make the person an “offender” for the wrong choice of word or wrong body pose – try to get the meaning and trust they have good intent. By doing this you are building trust and making yourself vulnerable.

5. Clarify and reflect back

While receiving the communication make sure you are active by asking questions to clarify what you have heard and re-stating what you have heard to ensure you have received what they intended you to receive. Reflect back the words and the feelings.

Purpose is our direction in life: passion takes us there.

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