



COMMUNICATION SKILLS COMPARISON

The Essence of Effective Communication © Jeff A. Blair, Facilitated Solutions, LLP

INEFFECTIVE COMMUNICATION	EFFECTIVE COMMUNICATION
<p style="text-align: center;">Listen</p> <p>Partially—only the audio aspects of listening are used.</p>	<p style="text-align: center;">To Listen*</p> <p>All aspects of listening are engaged. (ears, eyes, undivided attention, and heart) <i>*Graphic: "To Listen"</i></p>
<p style="text-align: center;">Perceptions</p> <p>Drawing conclusions and making decisions based on perceptions, and assuming an understanding of what is being communicated.</p>	<p style="text-align: center;">Listen to Understand</p> <p>Being able to say I understand what is being said and why it is important to them—Remember, understanding does not imply agreement.</p>
<p style="text-align: center;">Self-Interest</p> <p>Focused on winning—looking out only for self-interest.</p>	<p style="text-align: center;">Fairness</p> <p>Interested in a fair outcome that works for all interests—to the extent possible—while preserving key interests.</p>
<p style="text-align: center;">Preconceptions</p> <p>If you do what you've always done, you'll get what you've always got.** (beliefs and attitudes reinforce patterned responses) <i>** Graphic: "The Conflict Cycle"</i></p>	<p style="text-align: center;">Clarification</p> <p>Checking to ensure that your perceptions and interpretations are accurate.</p>
<p style="text-align: center;">Assumptions</p> <p>Jumping to conclusions based on who is communicating or what is being communicated—Based on past experiences that appear to be similar.</p>	<p style="text-align: center;">Re-Evaluation</p> <p>Being open to changing your mind based on clarifying your assumptions and interpretations.</p>
<p style="text-align: center;">Reactions</p> <p>Responding based on our assumptions and perceptions.</p>	<p style="text-align: center;">Response</p> <p>Ensuring that your response is based on verified information, and is respectful of differing perspectives.</p>
<p style="text-align: center;">Confrontation</p> <p>Responding as if our perceptions are fact, without real verification.</p>	<p style="text-align: center;">Cooperation</p> <p>Making an effort to work with others within the process.</p>
<p style="text-align: center;">Competition</p> <p>You against me—us against them.</p>	<p style="text-align: center;">Collaboration</p> <p>Working with other perspectives/stakeholders to address each others' concerns and needs.</p>
<p style="text-align: center;">Conflict</p> <p>Likely outcome of acting on perceptions and assumptions.</p>	<p style="text-align: center;">Consensus</p> <p>Working for solutions that that are durable and lasting.</p>
<p style="text-align: center;">Escalation</p> <p>Shifting from bad to worse to intractable.</p>	<p style="text-align: center;">Resolution</p> <p>Solutions that are feasible (implementable) and efficacious for the long-term.</p>

Chinese Character
"To Listen"



The Chinese characters that make up the verb "to listen" tell us something significant about this skill.

The Conflict Cycle

