The Enemies of Communication

September 26th, 2017

Designed and Facilitated by:

Trudy Pelletier
Communication Specialist for Business Families and Business Partners
FAMILY ENTERPRISE ADVISOR™
Certified Executive Coach
Facilitator of Meaningful Dialogue™
Certified in Emotional Intelligence
Trained Facilitator for Fierce Conversations®
Objectives:

- Discover the power of context
- Recognize the “Enemies of Communication”
- Learn a model to increase communication effectiveness

The Facts:

80% of what we see is sourced by already existing patterns in the brain.

People don’t listen to what you say…. They listen to what they say to themselves about what you say!
POWER OF CONTEXT…
...Is decisive
...Appears unchangeable
...Is lived as true
...Pervasive, not considered

Default Context:  
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Create a Context:  
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Personal Mastery  
-- Self-Directed Leadership

- Self-aware
- Present
- Responsible
- Integrity
- Deliberate
- Authentic
- Courage
SELF AWARE

“Choice is a function of awareness!”

Be Curious:

- What is it I’m not seeing?
- How could I see this differently?
- How can I grow from this?
- What is the opportunity for me?

Mastery

“One can have no smaller or greater mastery than mastery of oneself.”

- Leonardo Da Vinci

On The Court:

Who? ______________________________________ When? ________________________________

What happened? ___________________________________________________________________
________________________________________________________________________________

What results did you produce?

________________________________________________________

What did you say?  What did you do?

________________________________________________________

Who were you being?

________________________________________________________
ENEMIES OF COMMUNICATION

Thinking:
- I already know this…
- I already do this…
- I’ve heard this conversation before…

Need to be right:
- About your judgments, assessments and conclusions

Victim Mentality:
- Blaming – Defending – Resisting –
  Ignoring – Denying – Hiding –
  Rationalizing – Explaining –
  Justifying

Criticizing (making wrong):
- Others – Self – Situation

Pretending Not to Know

Withholding

Forgetting the Emotional Climate:
- Your impact on others
- How you are being impacted

Inability to admit “I Don’t Know”

Resisting Humanity:
- Yours - Others

Distrust of:
- Self - Others

Denying the Opportunity

Being:
- Defensive
- Unwilling
- Unaccepting
- Unavailable

On the Court - Reflection:

- What did you go into the conversation already knowing?
  - About them?
  - About you?
  - About how it was going to go?

- What were you being right about?

- Where did you take the role of victim (lay blame)?

- What or who were you making wrong?

- How did you leave them? What was the emotional wake?

- How were you impacted?

- What were you pretending not to know?

- What and who were you defending?

- What were you unwilling to give up or be responsible for?

- What were you unaccepting of (resisting)?

- To whom or what were you unavailable for?
“Personal Mastery is the discipline of continually clarifying and deepening our personal vision, of focusing our energies, of developing patience, and of seeing reality objectively.”

~ Peter M. Senge, author of The Fifth Discipline

DELIBERATE
A Model for Mastery

HAVE: Results → For what results?

DO: Behaviors & Actions → Doing what?

BE → Who are you, that, you say you are?

My Vision/Intention:

____________________________________

____________________________________

____________________________________

____________________________________

____________________________________

____________________________________

____________________________________

____________________________________
"Life isn't about finding yourself. Life is about creating yourself."
~ George Bernard Shaw

…Actions to take

…Commitments

…Accountabilities

…Conversations to have