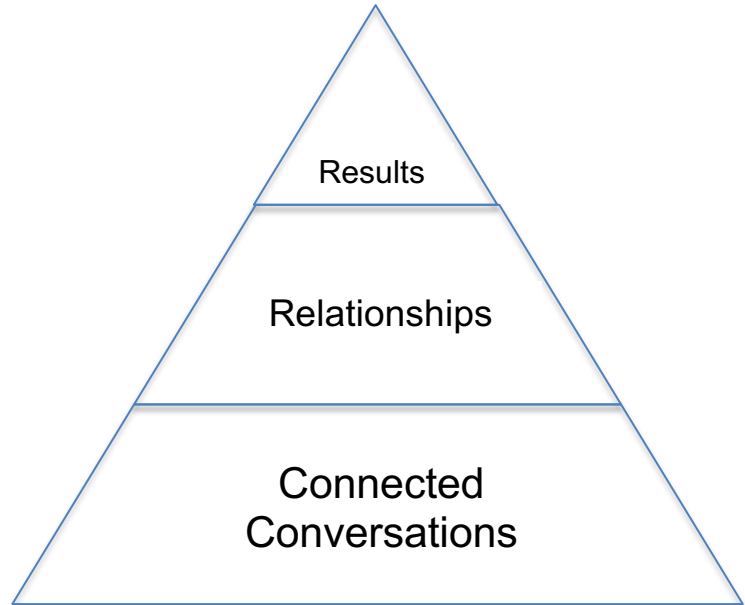




Improving Communication Effectiveness

Could improving your communication effectiveness benefit you, your family, your team, your community, and your County ?

A Connected Conversation is a meaningful exchange, resulting in the establishment of an authentic linkage (relationship) between the parties.



If words can build or destroy, it's in our best interest to choose the former. C.C. Weathers

Adopt the following practices to engage in Connected Conversations:

1. Value the relationship enough to be concerned about the state of being of the other person. Learning from each other is more important than winning over one another.

2. Question and test assumptions to prevent projecting your labels/issues on others.

3. Suspend judgement of the other person - criticizing and condemning will not lead to connecting.

4. Strive to ensure there's consistency between the intent and impact of your message. Good intentions, delivered the wrong way, can have a disastrous impact.

5. Understanding takes priority over agreement. Enter the conversation seeking understanding – there are some things you will never agree with, but you can still connect.

6. Listen to understand not to respond. This demonstrates that you value the other person's contribution to the conversation. It also creates greater clarity.

7. Seek and provide feedback to ensure clarity of the message. When someone is done talking, restate what they said to make sure you received what they intended to send.

8. Getting it right is more important than being right. If being right is most important then we lose sight of the bigger picture. Remove your ego and strive to get it right.

9. Acknowledge and respect the value of varying perspectives. Someone sees something that you do not.

10. Be willing to change your mind based on the introduction of new, relevant information. Humility is a strength and helps you connect with others.

11. Before you speak remember these 3 critical questions:

- a. Does this need to be said?
 - b. Does this need to be said by me?
 - c. Does this need to be said by me now?
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