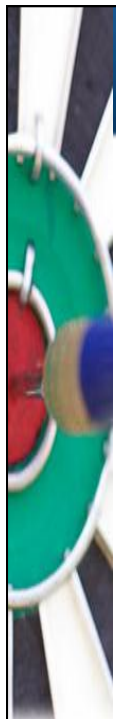




Effective Communication

JIBC – Centre for Conflict Resolution

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Learning outcomes

- Effective communication defined
- Communication & intent
- Three components to communication
- Communicating with integrity and intent





What is Communication?

Exercise: The Montillation of Traxoline

- It is very important that you learn about traxoline. Traxoline is a new form of zionter. It is montilled in Ceristanna.
- The Ceristannians gristerlate large amounts of fevon and then brachter it to quasel traxoline.
- Traxoline may well be one of our most lukized snezlaus in the future because of our zionter lescelidge.



What is Communication?

Traxoline:

- What is traxoline?
- Where is traxoline montilled?
- How is traxoline quaselled?
- What is the most important thing you know about traxoline?



What is Communication?

I cdnuolt blveiee taht I cluod aulacilty uesdnatnrd waht I was rdanieg. The phaonmneal pweor of the hmuan mnid! Aoccdrnig to a rscheearch at Cmabrigde Uinervtisy, it deosn't mtttaer in waht oredr the ltteers in a wrod are, the olny iprmoatnt tihng is taht the frist and lsat ltteer be in the rghit pclae. The rset can be a taotl mses and you can sitll raed it wouthit a porbelm. Tihs is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the wrod as a wlohe. Amzanig huh? yaeh and I awlyas thought slpeling was ipmorantt.



What is Communication?

Effective communication is... ?

...the co-creation of meaning.

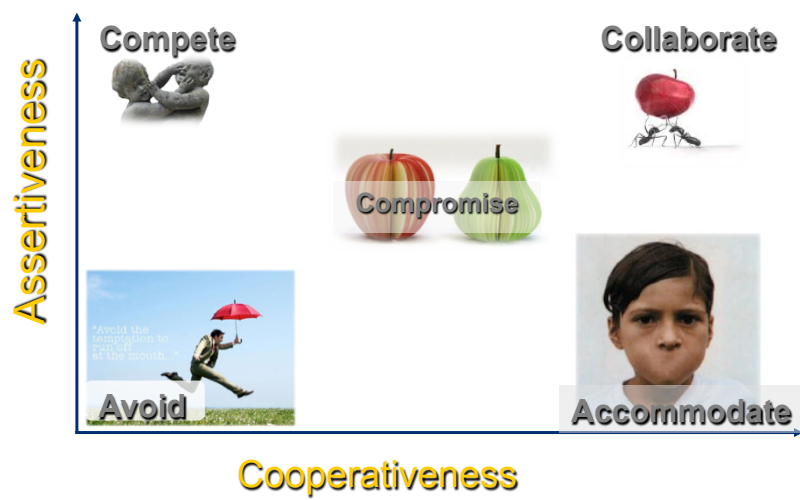


Thumb exercise

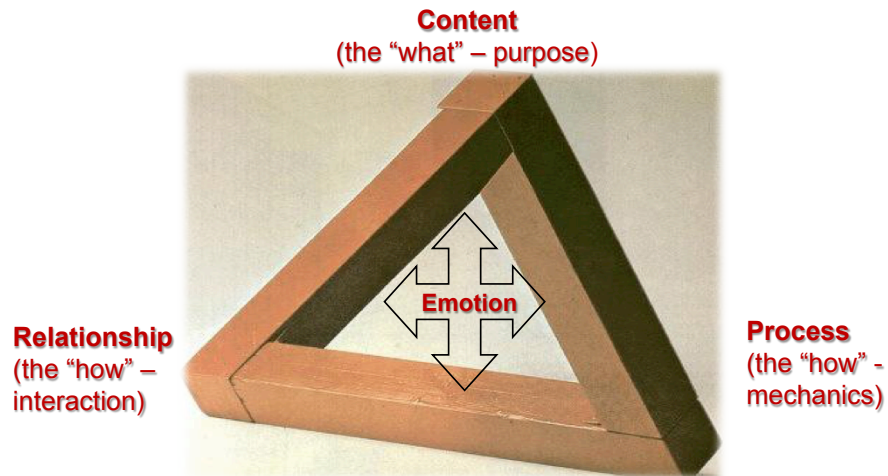
- Non-verbal
- Power-based



Communication Styles



Communication: three components



ADEAR Model

- **A**cknowledge
 - **D**escribe
 - **E**xpress
 - **A**sk
 - **R**esult
- The 'positive intent' of the other party(ies) - (assumed)
 - Your "Content" intention: avoid, compete, collaborate, and why.
 - Your intention to collaborate on "process" & "relationship".
 - Their perspective, for a change, for ideas
 - What you hope to achieve through collaboration.



ADEAR Model – Your Turn

- **A**cknowledge
 - **D**escribe
 - **E**xpress
 - **A**sk
 - their perspective,
 - for a change,
 - for ideas
 - **R**esult
- *I can see your passion for and commitment to this cause.*
 - *I need you to know that I can't support the motion, as it contradicts my stance on environmental protection.*
 - *I want to support you in ensuring that the consultation process is fair and comprehensive, and I don't oppose you personally.*
 - *What's your perspective?*
 - *How can we focus on the problem and be easy on the people?*
 - *Where do you see we might have common ground?*
 - *I hope we can work together on future issues when our causes are more aligned.*



ADEAR Model – Your Turn

- Use your worksheet to prepare for a conversation based on one of the scenarios.
- Complete your preparation worksheet.
- Practice with a partner (2 rounds)



3 Communication Tips



1. Recognize assumptions
2. State your “meaning/intent”
3. When in doubt – check in (not out)