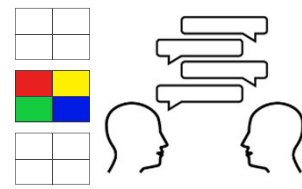


ACTIVITY: Learning from Breakdowns



Communication breakdowns happen.

Three of the most frequent are:

1. When we share information, we *think* we are clearly sharing our thoughts, intentions and meaning – but others don't receive the message as we intended.
2. When others share information, we *think* we understand what another person means – but later find out that our interpretation doesn't accurately reflect their intended meaning.
3. When others share information, we don't have a good understanding of the message they are trying to convey.

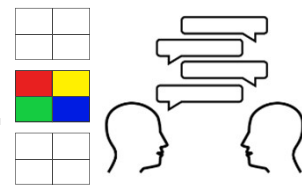
In spite of the sheer number of misunderstandings that occur (they happen every day to everyone), we frequently feel surprised, confused and/or frustrated. Most of us have an immediate reaction to a misunderstanding and react in less than optimal ways. Rather than seeing breakdowns as unintentional and predictable occurrences, we either shift the burden of responsibility to the other person for either not *understanding* what we mean or not *communicating* clearly/appropriately.

This activity is designed to help you notice:

- a) the frequency of communication breakdowns
- b) your immediate reaction

Instructions: For ONE week, observe and track the communication breakdowns (or potential breakdowns) you experience. Note: include all of the conversations and interactions you have – not just those at work.

ACTIVITY: Learning From Breakdowns



Day	<i>Number of Breakdowns or potential breakdowns</i>	What did you notice?
DAY 1		
DAY 2		
DAY 3		
DAY 4		
DAY 5		
DAY 6		
DAY 7		