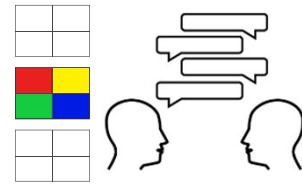


ACTIVITY: Missing Conversations



One of the biggest challenges to effective communication isn't what we say – it's what we DON'T say.

When communication breakdowns/misunderstandings occur, it is often a result of the assumptions we make and the missing conversations that would allow us to ground our assumptions. Some of the most common missing conversations are those where we:

1. Declare our intentions/position/point of view
2. Make clear, specific requests
3. Clarify and confirm:
 - Our understanding
 - Actions, agreements, and accountability
4. Make and/or maintain a connection

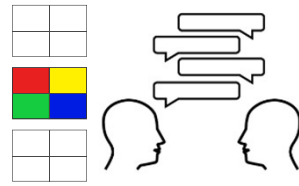
This activity offers you a chance to observe how missing conversations can lead to misunderstandings, assumptions/assessments, mistakes and missed opportunities.

Notice when:

- You offer information, share your thoughts or ask a question and others seem puzzled or ask you to clarify/restate it multiple times.
- You ask someone to do something or provide information, but they don't do what you asked or they don't deliver what you expected.
- After a meeting, multiple people ask for the same information that was or was not shared in the meeting.
- You hint or offer suggestions – and are disappointed that the outcome is not the one you hoped for/expected.
- You are taken aback by someone else's words or actions, and you react rather than respond with curiosity.
- Others tell you that you didn't clearly state what you wanted (but you feel certain you did).
- You are frustrated with others who don't seem to listen/hear what you mean.
- You agree to take an action, but later discover that what you did was not what the other person thought you had agreed to.
- You aren't sure about something, but you don't ask questions to clarify/confirm.
- You have a communication breakdown with someone you know well – and it is another example of a repeating pattern in your relationship.
- Others...

Use the **Missing Conversations** worksheet to capture your observations.

Missing Conversations: Worksheet



Do this activity for **one** week. Take notes along the way using this worksheet.

Date	Person or People	Misunderstanding
notes		
notes		
notes		
notes		