Filtering the Static

You keep using that word. I do not think it means what you think it means.

Inigo Montoya, The Princess Bride

Unwritten Rule of Communication
The Patterns, Habits, and Attitudes…that define the life you live.

Here are the rules!

Michael Weber
mweber@southwesternconsulting.com
Unwritten Rule # 1
If I said it, they heard it.

Spaghetti Theory

Filter Theory

What is the Model of Communication that you use?

We are that which we repeatedly do.

Aristotle
FILTERS

At Home

In the Community

At Work

Break Through the Filters

Focus on Purpose

Understand the Context

Think Win/Win

Use Your Tools

Learn Their Language

Get Some Help
**Unwritten Rule # 2**
Everybody communicates like I do.

**STYLES OF COMMUNICATION**

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<th><strong>SPEED</strong></th>
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<td><strong>QUICK</strong></td>
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**CONTENT**

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<th><strong>FEELINGS</strong></th>
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<td><strong>FACTS</strong></td>
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Strategies for better communication with people who are different than we are
More Unwritten Rules

The Rule of Focus
It's all about me!

The Rule of Context
You are in the same place that I am.

The Rule of Frequency
Repetition is the key

The Rule of Volume
Louder is better!

Words/Phrases

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<thead>
<tr>
<th>What They Said</th>
<th>What They Meant</th>
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More Strategies for Breaking the Rules
and Improving Communication

Manage Your Environment

Build Common Purpose

Become a Better Listener

Identify Common Definitions

Understand Your Audience