Lessons Learned From My Mother In Law:

The Top 10 Do's and Don'ts of Mindful Communication

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Mindful Communication

- Mindfulness communication means to listen and speak with compassion, kindness and awareness.
- According to the Merriam Webster dictionary, regular communication is defined as "the imparting or interchange of thoughts, opinions, or information by speech, writing, or signs."

Top Ten

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4.	"I was only trying to help"	
	How to communicate with a Martyr	
5.	Don't ask staff to keep secrets	Talefine Personally
6.	Passing along gossip causes dysfunction	
7.	Taking Things Personally	
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10.	Invading someone's personal space	
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3.	"I hope your presentation goes well, LOL"	
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11	ps for Mindful Communication						
	Put Yourself In The Other Person's						
	Perspective	-	 			_	
	Think Before You Speak						
	Speak Your Truth	-					
	Choose Your Words Consciously						
	Clear Your Head	· · · · · · · · · · · · · · · · · · ·					
	Create a Safe Space						
	Maintain Eye Contact						
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И	ndful Communication Exercise						
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1.	Write down something nice you'd like to say to					distant.	
2.	someone you know. Write down something you'd like to say to someone						
	that bothers you about them.						
	Read your sentence and ask yourself if you would want this said to you.						
١.	If it's acceptable to you, keep it as is. If it's not, rewrite it as you would want to hear it.			7.4.			
	Write down something you'd like to say to someone		1				
	that you haven't. It could be someone from your past you don't see.						y William Control
	Read your sentence and ask yourself if you would want						
	this said to you.	16.					
•	If it's acceptable to you, keep it as is. If it's not, rewrite it as you would want to hear it.						
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Mindful Communication Exercise

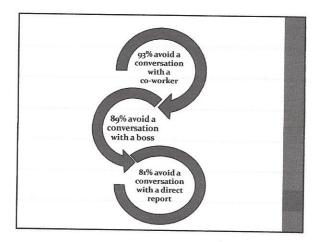
- Write down something you'd like to say to someone as if you're never going to see them again.
- 9. Read your sentence and ask yourself if you would want this said to you.
- io. If it's acceptable to you, keep it as is. If it's not, rewrite it as you would want to hear it.
- Write down something you'd like to say to yourself,
 but haven't.
- 12. Read what you wrote and ask yourself if you were
- 13. If you weren't as honest as you can be, rewrite it.
- 14. How does what you wrote make you feel?
- 15. Did you learn something about yourself?
- 16. Do you consider yourself a Mindful communicator?

Effects of Poor Communication

- Short Term
 - Unclear Goals
 - · Employee Mistakes
 - Ineffective Customer Interactions
 - Limited Employee Engagement
 - Employee Turnover
- Long Term
- · Culture of Distrust
- Low Morals
- Low Productivity
- Bad Reputation
- Decreased Innovation

Courageous Conversations

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Goals

- There are **three goals** for a courageous conversation:
 - To gain wisdom to see from a bigger perspective.
 - To gain understanding that will establish trust in the relationship.
 - To gain knowledge so that you can take the next step.

- 1. Check your ego
- 2. Mean what you say
- 3. Be vigilant of Victims and Villians
- 4. Facts First
- 5. Discuss the 'Undiscussable"
- 6. Counter defensiveness with humility
- 7. Be clear on your requests and commitments
- 8. Stay future focused

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Mindful Communication	Courageous Conversations	
Put Yourself In The Other Person's Perspective Think Before You Speak Speak Your Truth Choose Your Words Consciously Clear Your Head Create a Safe Space Maintain Eye Contact Mean What You Say	 Check your ego Mean what you say Be vigilant of Victims and Villians Facts First Discuss the 'Undiscussable' Counter defensiveness with humility Be clear on your requests and commitments Stay future focused 	

WRAP UP AND QUESTIONS