

## 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.*"

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## Top Ten

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- 7. **Taking Things Personally**
- 8. An 'Open Door' policy is not always best
- 9. Thinking your way is the only way
- 10. Invading someone's personal space

- 6. **"Did you hear what Donna did"**  
**Passing along gossip causes dysfunction**
- 7. Taking Things Personally
- 8. An 'Open Door' policy is not always best
- 9. Thinking your way is the only way
- 10. Invading someone's personal space

- 5. **"Don't tell Mommy"**  
**Don't ask staff to keep secrets**
- 6. Passing along gossip causes dysfunction
- 7. Taking Things Personally
- 8. An 'Open Door' policy is not always best
- 9. Thinking your way is the only way
- 10. Invading someone's personal space

4. **"I was only trying to help"**  
How to communicate with a Martyr
5. Don't ask staff to keep secrets
6. Passing along gossip causes dysfunction
7. Taking Things Personally
8. An 'Open Door' policy is not always best
9. Thinking your way is the only way
10. Invading someone's personal space

3. **"I hope your presentation goes well, LOL"**  
Written communication matters
4. How to communicate with a Martyr
5. Don't ask staff to keep secrets
6. Passing along gossip causes dysfunction
7. Taking Things Personally
8. An 'Open Door' policy is not always best
9. Thinking your way is the only way
10. Invading someone's personal space

2. **BODY LANGUAGE says it all**
3. ALL Written communication matters
4. How to communicate with a Martyr
5. Don't ask staff to keep secrets
6. Passing along gossip causes dysfunction
7. Taking Things Personally
8. An 'Open Door' policy is not always best
9. Thinking your way is the only way
10. Invading someone's personal space

1. **Mean Girls DO exist. - Passive aggression**
2. **BODY LANGUAGE** says it all
3. **ALL** Written communication matters
4. How to communicate with a Martyr
5. Don't ask staff to keep secrets
6. Passing along gossip causes dysfunction
7. Taking Things Personally
8. An 'Open Door' policy is not always best
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### Tips for Mindful Communication

1. **Put Yourself In The Other Person's Perspective**
2. **Think Before You Speak**
3. **Speak Your Truth**
4. **Choose Your Words Consciously**
5. **Clear Your Head**
6. **Create a Safe Space**
7. **Maintain Eye Contact**
8. **Mean What You Say**

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### Mindful Communication Exercise

1. Write down something nice you'd like to say to someone you know.
2. Write down something you'd like to say to someone that bothers you about them.
3. Read your sentence and ask yourself if you would want this said to you.
4. If it's acceptable to you, keep it as is. If it's not, rewrite it as you would want to hear it.
5. Write down something you'd like to say to someone that you haven't. It could be someone from your past you don't see.
6. Read your sentence and ask yourself if you would want this said to you.
7. 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

8. 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.
10. If it's acceptable to you, keep it as is. If it's not, rewrite it as you would want to hear it.
11. Write down something you'd like to say to yourself, but haven't.
12. Read what you wrote and ask yourself if you were honest.
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?

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## 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

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## Courageous Conversations

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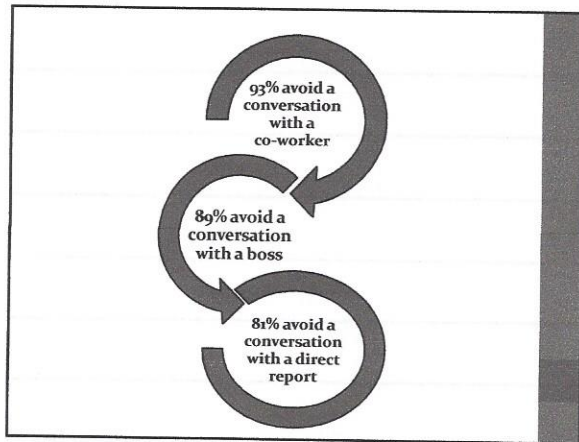
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## Goals

- 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.

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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
1. Put Yourself In The Other Person's Perspective	1. Check your ego
2. Think Before You Speak	2. Mean what you say
3. Speak Your Truth	3. Be vigilant of Victims and Villians
4. Choose Your Words Consciously	4. Facts First
5. Clear Your Head	5. Discuss the "Undiscussable"
6. Create a Safe Space	6. Counter defensiveness with humility
7. Maintain Eye Contact	7. Be clear on your requests and commitments
8. Mean What You Say	8. Stay future focused

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## WRAP UP AND QUESTIONS

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