

# BASIC RULES FOR EFFECTIVE COMMUNICATION

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## DO'S



### CREATE A SAFE SPACE

Basic rules of engagement, kindness, and respect will facilitate genuine and open dialogue.

### KEEP IT SHORT

Be clear and concise. Too many words lead to confusion. Talk about one issue at a time.

### BRING AN OPEN MIND

Stay curious, in learning mode. Flexibility and humility will help you learn and solve problems easier.

### LISTEN TO UNDERSTAND

Listening requires all of you: your ears, eyes, heart, and your undivided attention, your total presence.

### BE CURIOUS

Don't get tired of asking and answering questions. Genuine curiosity opens space for connection and love

### REFLECT

Take time to be silent, think, and reflect. Only way for transformation.



## DONT'S



### BE RUDE OR LOUD

Even if you disagree you can be courteous and respectful. Otherwise you will create anger and close up the dialogue.

### INTERRUPT

Let your partner finish their thoughts. Don't monopolize the conversation.

### JUDGE AND DEFEND

You don't have to be always right! Let go of your ego and remain open to seek and hear the opinions of your partner.

### ASSUME

Don't react based on assumptions. They are NOT fact or truth. Check them out!

### IGNORE CONFLICT

Ignoring may only add fuel to the fire. Take time to address issues and explore what's possible.

### TELL LIES

Embrace honesty with yourself and the other. This includes words, authenticity, and integrity.

Source: Book Transformative Conversations: The heart of the leadership journey by Dr. Ada Gonzalez, Ph.D.

[www.TransformativeConversations.com](http://www.TransformativeConversations.com)