**Effective Communication Handouts**

**Whole Message vs. Partial Messages**

There are four primary elements in when we engage in whole message communications, they are:

**Observations:** You report only what your senses tell you.

**Opinions:** You draw conclusions, based on what you have heard, read and observed about what is really going on and why. You make value judgments about what is good and bad.

**Feelings:** You give your emotional response to an event.

**Needs:** You express what you want or think you must have in a given situation.

We send *partial* messages when we do not provide them with all of the four necessary elements which create a whole message. When we engage in whole message communications we reduce the likelihood of being misunderstood or confusing the listener.

For example: Jenny says to Mike, “Want to have lunch at Wong’s? *(Can you see, Jenny has left out her observations, opinion, feelings and needs?)*  Mike’s immediate response was “No”. Jenny felt hurt by Mike’s response and stormed off. Mike was left confused by Jenny’s response and did not speak with her for the rest of the day.

Now, pretend you are Jenny and you have a chance for a “do over”. Write out what you would say to Mike, making sure you include all four elements to create a whole message.

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**Contaminated Messages**

Contaminated messages are different from partial messages in that part of the message is expressed covertly rather than just left out. Contaminated messages are particularly destructive when they are loaded with unexpressed negative emotions and needs. For instance, Jenny shares with Mike her opinion: *“Well aren’t you the busy little bee? You never have time for us anymore. All you think about is work, work, work.* Jenny’s opinion is strongly tainted by unexpressed facts, feelings and needs. Contaminated messages often result in alienation. They are difficult to decipher because an important part of the message is covert.

Toxic clean up time: here are some contaminated messages for you to rewrite (remember to include the four (4) elements). **\*Select one of the three examples below to answer.**

A customer at a restaurant and complains to the waiter: “This fish is spoiled; how could you serve this to me?” \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A fellow classmate who isn’t doing his part of a group project, which is due in three days and the peer, says: “You don’t seem interested about this project, Jen.” What would it take to get you moving a stick of dynamite?”

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One co-work says the following to a co-worker. “Looks like you really dressed in a hurry today.”

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| **How Do You Behave?** |
| Before we dive into the Unique Motivating Force™, we need to explore a crucial distinction: You are unique, and what motivates you is also unique.    It's useful for you to begin to get a sense of what you're like and how you're uniquely put together. You probably have a vague concept of who you are and what kinds of behaviors you're predisposed to, but we're going to put some structure to it. Are you ready? Choose the best answer to the three questions below. There are no right answers, so pick the ones that most appeal to you or sound like what you would prefer.  **#1: Assume you're going on a kayaking trip. What would give you the most satisfaction?**   1. Planning the trip, analyzing a map of the river to determine the best route, and interviewing others for navigation tips. 2. Challenging others to a race, and being able to cross the finish line first. 3. Helping others have a great time and arrive safely at the destination. 4. Having fun, enjoying every part of the trip, and taking pictures to enjoy later.   **#2: You're asked to design a t-shirt. What would you most likely find yourself doing?**   1. Figuring out what kinds of t-shirts are available - color, styles, sizes, etc., and picking the best option. 2. Coming up with a good design as quickly and efficiently as possible that meets the requirements. 3. Creating a great design that would please all the people who will wear the  t-shirts. 4. Enjoying the process of sketching the designs and trying out slogans, and  having fun with the challenge.   **#3:** **What would provide the most satisfaction to you about your work?**   1. Arriving at the perfect solution for investments, strategies and insurance products that meet your client's needs. 2. Winning a sales contest or achieving a sales goal that you set for yourself. 3. A client calling you to thank you and tell you that you've been doing a great job with their account. 4. Enjoying the work that you do and the great relationships you've built with your clients over the years.   **Behavioral Styles:**  If you chose 1's, you're reflective, or tend to be a cautious thinker.  If you chose 2's, you're a directive, one with a dominant personality.  If you chose 3's, you're supportive, one who likes to please others.  If you chose 4's, you're emotive, one who likes to have fun. |