Communicating with Intent

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INTRODUCTION

How do we improve our communication and build a stronger organization/network/collaborative? It's a question our organization has been asked countless times. The answer, of course, is 'it depends.' It depends on the size of your network, the values of your network, the willingness of individuals to be open and honest with one another, the space to speak freely and believe that your thoughts will not only be heard, but also considered in future decision making, etc. However, we often leave important communication left unsaid, or maybe said but in the wrong setting.

With that disclaimer, the challenge before us is to create the perfect communication matrix. That is, what are the communication characteristics that make up a good, healthy work relationship. We want to define those characteristics and better understand why your organization/network/collaborative excels at some and needs improvement in others.

YOUR CHALLENGE

Using the list of characteristics below, which has been developed from personal experience and related literature, reflect on what you feel are the ***most important characteristics for communicating with intent and building a stronger team.***

- First, personal reflection using the space provided on the following page. You may choose only five!
- Next, get together in groups to discuss answers and reach consensus on the top 5.

COMMUNICATION CHARACTERISTICS TO CONSIDER

1. Trust
2. Flexibility
3. Transparency
4. Authenticity
5. Mutual respect
6. Open lines of communication
7. Completeness - all facts required by the audience are conveyed
8. Consideration - stepping into the shoes of others
9. Clarity of Purpose
10. Correctness
11. Active listening
12. Empowerment
13. Consistency
14. Positive reinforcement
15. Opportunities to give feedback
16. Avoid over-communicating
17. Repeat messages to ensure they are heard and understood

PERSONAL THOUGHTS AND REFLECTIONS

Most Important Characteristics	Why is this important to you?	Top 5 (of group)
1.		1.
2.		2.
3.		3.
4.		4.
5.		5.