

How Communication Breaks Down:

Communication can break down at the arrows:

Sender → Message → Reciever

Intent → Message → Impact

Problem #1: The message doesn't say what the sender intended:

Sender → Message

Something about the sender or the message causes a breakdown between intent and message.

Problem #2:

Message → Reciever

Something about the reciever or the message causes a breakdown between message and impact.

Communication breaks down at the arrows

Sender → Message → Reciever

Intent → Message → Impact

The message doesn't say what the sender intended:

Sender → Message

Something about the sender or the message causes a breakdown between intent and message.

The reciever recieves the message incorrectly:

Message → Reciever

Something about the reciever or the message causes a breakdown between message and impact.

"I" statements get away from blaming, accusing, able to hear message better.

I feel _____, when _____ happens, or I feel _____, when you _____.