

IMPROVING TEAM COMMUNICATION FOR WOMEN

COMMUNICATE COMMUNICATION	To convey information about; make known; impart. To have an interchange, as of ideas. To express oneself in such a way that one is readily and clearly understood. To be connected, one with another. Latin: common.	
MODEL	Sender----→Filter----→Message ----→Filter---→Receiver	
	ELEMENT	POTENTIAL ISSUES
	Sender	Language, age, maturity, volume, vocabulary, gender, power,
	Filter	Projection, mood, feelings, complexes, direction facing, typology, PMS
	Message	Connection, static, distance, ambiguity, double-meanings,
	Filter	Empathy, mood, feelings, complexes, direction facing, typology,
Receiver	Language, age, maturity, volume, vocabulary, gender, power,	
WOMEN'S COMMUNICATION	<p>More body language</p> <p>Higher tone of voice</p> <p>More feeling content</p> <p>Greater need for relatedness</p> <p>Greater number of roles, role conflict</p> <p>Influence of parent's habits</p> <p>Tendency to say "I'm sorry", feel responsible</p> <p>Express power/violence by withdrawing</p> <p>Empathy is rewarded</p>	
TRANSACTIONAL ANALYSIS	<p>Parent, child, adult</p> <p>Parent uses power—"You should"</p> <p>Child uses helplessness—"Me, my, mine"</p> <p>Adult uses competence--- "I, it"</p>	
EMPATHY	<p>Joining</p> <p>Parroting</p> <p>Paraphrasing</p>	
NON-VIOLENT COMMUNICATION	<p>Speak from and about feelings (that may not be followed "by you")</p> <p>Avoid sentences that begin with "you".</p>	
	Feeling	When I hear a door slamming I feel afraid and confused.
	Need	I need to feel safe.
	Empathy	I sense that what I said offended you.
	Request	Would you be willing to talk to me about what you were feeling?
	Gratitude	Thanks for working through this with me.
	Feeling	I am sad that the color is not what you hoped for.
	Need	I really want to satisfy you, even though we knew that we were taking a risk.
	Empathy	It is terribly disappointing to imagine strawberry blonde and get pink.
	Request	Would you be willing to be patient with me while we work through this together?
	Gratitude	Thanks for telling me how you felt about the color so I could take action.
BIBLIOGRAPHY	<p>Rosenberg, Marshall. <i>Nonviolent Communication in Everyday Life</i>. Puddle Dancer Press, 2005.</p> <p>Harris, Thomas. <i>I'm OK—You're OK</i>. Avon Books, 1968.</p> <p>Tannen, Deborah. <i>That's Not What I Meant: How Conversational Style Makes or Breaks Relationships</i>. Ballantine Books. 1986.</p>	