

Effective VS Defective Communication

How our ability to communicate can open or close doors to social well-being

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2 Ways to communicate with others:

Social well-being is a key component of a healthy person. Friends, relationships and family are all part of an on-going circle of wellness that keeps us healthy and contented in life. However, not everyone has the benefit of good, loving relationships; and oftentimes, a person's health is negatively affected by that fact.

Effective communication is essential in day-to-day life, and especially so in important relationships and for the benefit of our social well-being.

Good communication is the key

Where there are many factors involved in healthy relationships, the ability to communicate effectively is one important route to mutual satisfaction within any relationship.

Communication involves almost every aspect of our interactions with others; for this reason, communication and relationships are inseparably connected. You can't have a relationship with someone without communicating with them. WHAT we say and do, and HOW we say and do it, directly shapes how people experience us. In fact, many times, the opinions people form about us are based on the way we communicate. It also directly influences how they communicate in return. In other words, communication is a two-way street. There are two ways to communicate with others: effectively and ineffectively.

| Ineffective (Defective) Communication | Effective Communication |
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| <i>Ineffective communication is characterized by one or more the following elements:</i> | <i>On the other hand, effective communication is:</i> |
| Indirect (doesn't get to the point, never clearly states purpose or intention) | Direct and clear (to-the-point, leaving no doubt as to meaning or purpose or issues) |
| Passive (inhibited, timid and reserved) | Active (friendly or affable participation of each individual communicating) |
| Hidden (true agenda is never stated directly) | Open (no intentionally hidden messages or agenda) |
| Antagonistic (angry, aggressive, or hostile tone) | Assertive (not afraid to state what is wanted or why) |
| Non- Verbal (meaning is communicated through body language and behaviours, not words) | Verbal (words are used to clearly express ideas) |
| One-way (more talk than listening) | Two way (equal amounts of talking and listening) |
| Unresponsive (little interest in the perspective or needs of the other person) | Responsive (attention paid to the needs and perspective of the other person) |
| Dishonest (dishonest statements are substituted for true feelings, thoughts, and needs) | Honest (true feelings, thoughts, and needs are state) |
| Off base (responses and needs of the other person are misunderstood and misinterpreted) | Empathic (emotional responses and needs of the other person are fully 'sensed' and understood) |



Take control of the health of your relationships

Communication is something we all know to be necessary in keeping any relationship strong and loving. Although we are aware of the importance of communication, many are still clueless about what exactly effective communication really is.

This does not mean you are clueless as a person, but it does mean that more attention is required on your part, so that you can become more open and invite the many forms of communication that exist, so that you will be able to understand yourself, your partner, colleagues, family members and friends much better.

There is nothing better to keep a relationship healthy than 'understanding' and once you start becoming familiar with your communicating methods and styles, as well as the ones of people surrounding your environment at home and in office, you will be able to work better as a team in making the best of your social connections.

A CALL TO ACTION

The first step in achieving better communication that will really work, is to assume responsibility and action from inside out: take a look at you first.

It is important that you take the responsibility to look inside in reviewing your own actions and communication first, before you can point anything out to other people engaging in a two-way communication with you. Remember, it is very easy to see other people's mistakes, but when it comes to looking at yourself, it is much harder to accept feedback and criticism, even from yourself- because no one wants to 'be wrong'.

Effective communication is about allowing each other to see things from the other's perspective and perception, so that you can be on the same page and avoid any misunderstanding that will cause arguments and essentially sabotage your social well-being. **ehb**

