



WORK
WISDOM

Authentic Communication

Definition: the artful practice of building productive, trustworthy and helpful exchanges through concrete practices to foster trust and enhance the performance of teams.

MINDFUL COMMUNICATION *is reliant on deep awareness, focus and clarity.*

1. Parking Lot
2. Congruence
3. The Pause Principle
4. Mindful Listening
5. Authentic Self-Communication

EMOTIONALLY INTELLIGENT COMMUNICATION *leverages the usage of emotional and social skills to enrich the outcome of the exchange.*

6. Check-ins, Check-outs
7. The Platinum Rule
8. Self-regulation
9. Richness of mediums
10. Empathy and Deep perspective taking

PSYCHOLOGICALLY SAFE COMMUNICATION *builds safety for interpersonal risk taking and makes team members feel accepted and respected.*

11. Ground Rules
12. Rough Draft
13. The Silence Rule
14. Non-triangulation / Direct Negotiation
15. Appreciative communication

COLLABORATIVE COMMUNICATION *harnesses the COLLECTIVE brilliance of a team.*

16. Crucial Conversations
17. Conversational turn-taking
18. Organizational Conversation
19. Authentic Persuasion
20. Know Your Conflict Style

Is it kind? Is it true? Is it helpful?