

Human Communication Cheat Sheet

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MODERN AGILE

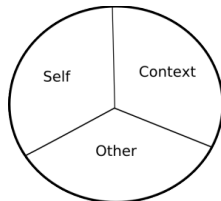


Human Communication is Co-Creation

Having shared goals and clear intention will allow others to bring their skills, intelligence, and talent to bear.

"The single biggest problem in communication is the illusion that it has taken place." —George Bernard Shaw

Balance Self, Other, and Context



- Virginia Satir gives a useful definition of congruence, as *appropriate* attention to self, to the other party, and to context, to collaborate successfully.
- Insufficient attention to any of these three elements creates dysfunction.
- Rick Brenner's piece on [Organizational Coping Patterns](#) explains and applies this model.

Communicate Intention Transparently

Stating intention rather than giving oblique orders or requests helps us provide aid and support to each other and drive toward better outcomes.

- [David Marquet](#) introduced Intent-Based Leadership in his bestselling book: [Turn the Ship Around](#)
- Communicating intent decentralizes thinking, engages others, and produces a better result by bringing together competence and clarity.
- In [Kim Scott's Radical Candor](#) we are instructed to care personally about a colleague's success and also challenge them directly.
- It is always okay to ask for what you need -- provided you can take 'no' for an answer.

Come Alongside Others

- Seek common ground.
- Focus on your common mission.
- Be the first to show respect.
- Listen to what others mean, more than just what they say.
- Seek alignment rather than conformance.
- Look for ways to help the other person become more successful.

Choose Curiosity Over Judgment

- Don't impose expectations on an interaction.
- Set a breakpoint: instead of judging a situation right or wrong, examine with curiosity:
 - What is going on, really?
 - What forces are in play?
 - What is your context?
 - What needs are being expressed?
- Ask questions in non-accusatory ways.
- After asking, listen.

You Can Be Right, or You Can Be Effective

"Life is not what it's supposed to be. It is what it is. The way you cope with it is what makes the difference." —Virginia Satir

Being Right Isn't Always Important

- It can push people away
- We can forget to embody wisdom and grace
- We can become proud and impatient
- It may hinder our impact

