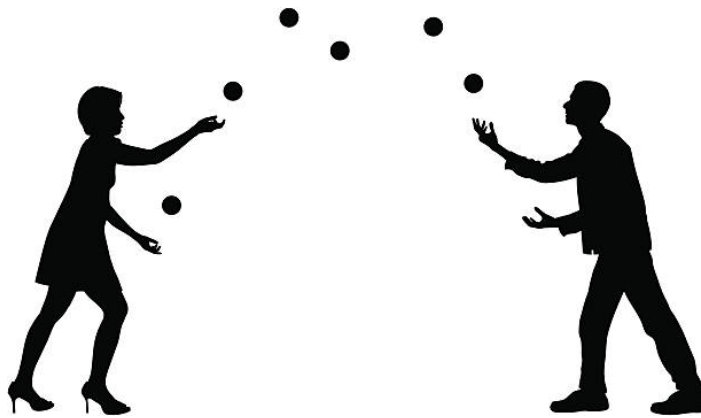


# Don't Drop the Ball

## *Taking Charge of Communications*

**We are always communicating, whether we know it or not.** Nonverbal communication (aka body language) plays a major role, as do contextual factors, such as the situation, physical environment, and the relationship between you and the other person. What's more, the culmination of our own life experiences and those of the other person also factor into how we share and receive information. Technology, like texting or even email, further amplifies this complexity and leaves room for misunderstanding, as do differences in culture, age, personality, etc... In short, good communication is a skill worth mastering.



Topics covered and skills learned:

- Learning to be clear and concise
- Seeking first to understand and then to be understood
- Making sure that the messages we are sending are the messages we want to communicate
- Clarifying that others interpret our communications as we intend them to be
- What to do when we drop the ball

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