

Communication is about imparting or exchanging information, yet if we have a narrow view on only one-directional communication, we miss to really engage others.

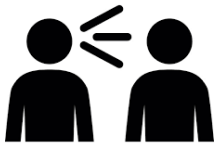
There are **5 modes of communication**: Ask yourself, do you use one mode more than another? By broadening your range, could you relate better to others?

1. Informing
2. Questioning
3. Appreciating
4. Complaining (with recommended changes)
5. Sharing wishes, hopes & dreams

Are all modes relevant at work? Yes, because facts are not enough to inspire, build rapport or engage in genuine dialogue, and this is where the magic happens:

Technical Dialogue:

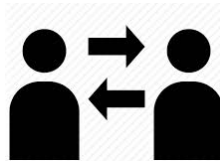
- Communication solely for the need for objective understanding
- Facts based
- Using informing / some questioning only



- Focus: exchange/learning

Discussion:

- Communication for presenting and defending opposing views
- Emotional context with fact-based evidence
- Using informing / questioning and possibly some complaining with recommendations



- Focus: winning

Genuine Dialogue:

- The intention is to establish a mutual relationship
- Occurs when participants have the other in mind
- Exploring ideas together
- Uses all elements of questioning, appreciating, recommending, informing & sharing



- Focus: enlarging

Must Knows

- Communication is a vital skill for personal and business success
- Only genuine dialogue includes consideration for the views of others, essential for leadership

Must Do Actions

- Use open questions
- Avoid bias, pre-conceived ideas or assumptions
- Listen to understand
- Engage a coach mind set
- Collaborate and include

Impacts

- New perspectives, innovation, growth
- Intellectual stimulation
- Raised understanding
- Building rapport
- Trustful relationships
- Motivation