



The chart below is a tool you can use to reflect on and prepare for communicating in a variety of contexts. It's a self-reflection exercise and a preparation tool.

Use it by first remembering a few key communications points:

- Communicating is a two-way enterprise about information-sharing and relationship-building.
- It matters less what you say, more what people hear.
- Reflecting on your motivations and intentions means others are more likely to be receptive to your ideas, thoughts and feelings.
- Am I in a pro-active or reactive situation? Am I making an announcement or am I responding to an external situation or something that's already happened.

Next, identify the situation you're in and use the chart below to answer as clearly and briefly as you can each column. If one doesn't feel relevant, you can leave it blank.

- Audience: Who is my audience? What do they know about me and this situation? How are they approaching this interaction?
- Goal: What is my goal or purpose? What do I want the outcome will be?
- Motivation: What is my motivation for communicating this now? Why is this important?
- Challenge: What makes it hard?
- Tone: What tone do I want to strike?
- Message: What is the content or message? (Summarize the point of what you're conveying in one sentence)
- Where: Is this best done in writing or in person?
- Action: What action or follow up do I need to have or does the other person need to have (if any?)

Finally, after you've used it a few times in different contexts, reflect on what similarities and trends you notice in how you communicate and in what changes you might want to make.

| SITUATION | AUDIENCE | GOAL | MOTIVATION | CHALLENGE | TONE | MESSAGE | WHERE | ACTION |
|-------------------|----------|------|------------|-----------|------|---------|-------|--------|
| Work Email | | | | | | | | |
| Work Presentation | | | | | | | | |
| Team Meeting | | | | | | | | |
| 1:1 Meeting | | | | | | | | |
| Work Presentation | | | | | | | | |

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|---|----------|------|------------|-----------|------|---------|-------|--------|
| Job Interview | | | | | | | | |
| Family conversations or holidays | | | | | | | | |
| Friends hanging out or conversation | | | | | | | | |
| Dating interaction | | | | | | | | |
| Partner conversation | | | | | | | | |
| Interaction with strangers or customers | | | | | | | | |
| Student-teacher or Teacher-student | | | | | | | | |