Mindful Communication
Mindful Communication

Communication is about responding to people in a thoughtful manner.

When people sense you are not present during a conversation they may assume you:

- Do not agree with them
- Do not value what they are saying
- Do not value them

However, by engaging in mindful communication you can demonstrate your presence in a discussion, which leads to more effective and timely meetings.
Mindful Communication

Mindful communication requires one to engage in both mindful **listening** and mindful **speaking**.

**Mindful listening involves:**
- An interest in what others say
- Avoiding making judgments
- Giving others our full attention

**Mindful listening avoids:**
- Interrupting
- Being focused on the self
- Planning a response while others are speaking

Some common roadblocks to mindful listening include:
- *Comparing* your experiences or thoughts to others
- *Mind reading* and trying to predict what the speaker will say next
- *Rehearsing* what you plan to say next
- *Judging* what the speaker is saying before they have finished
Mindful Communication

The goal of mindful listening is to understand what the speaker is trying to communicate.

Tips for mindful listening:

- Refrain from speaking or leading the conversation
- Paraphrase what the speaker has said to show you were listening
- Ask for clarification when necessary
- If the speaker stops talking, give them space for silence, and be available to listen when they resume speaking
Try This Activity to Build Your Mindful Listening Skills

Identify your blocks to mindful listening

- In what situations do you find yourself rehearsing? Judging? Distracted?
- Who are you talking to?
- What is the conversation about?

Practice your skills

Try filling in the table by paraphrasing and clarifying what the speaker says.

<table>
<thead>
<tr>
<th>What the speaker says</th>
<th>Paraphrase</th>
<th>Clarify</th>
</tr>
</thead>
<tbody>
<tr>
<td>I desperately need a vacation.</td>
<td>What I hear you saying is...</td>
<td>I hear you saying...Is that accurate?</td>
</tr>
<tr>
<td>I don’t have time to meet with you this week.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Mindful Communication

The goal of mindful speaking is to stay on topic while observing how others are responding to what you’re communicating. By observing others you can clarify your message as needed.

Mindful speaking is:
- Concise
- Specific
- Direct
- Truthful
- Authentic

Mindful speaking avoids:
- Tangents
- Disclaimers
- Rationalizations
- Hurtful comments
- Repetitions
Mindful Communication

When practicing mindful speaking in can be helpful to remember two acronyms:

**WAIT** and **THINK**

**Why Am I Talking?** Is what I’m saying **True**
**Helpful**
**Informative**
**Necessary**
**Kind**