



That's Not What I Meant!

How to Improve Your Ability To Understand and Be Understood
Gold Sheet

Key Things I Learned

Actions I Will Take

What	By When	Need to Involve
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

.....
Signature

.....
Today's Date



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1. Communication Breakdowns

Resources

- People and Projects Podcast*, <http://www.PeopleAndProjectsPodcast.com>
- Thanks for the Feedback* by Doug Stone and Sheila Heen
- Negotiating the Nonnegotiable* by Daniel Shapiro
- Performance Breakthrough* by Cathy Salit
- Leadership and Self-Deception* by The Arbinger Institute
- I Hear You* by Donny Ebenstein
- Act Like a Leader, Think Like a Leader* by Herminia Ibarra
- Barking Up the Wrong Tree* by Eric Barker
- We Need to Talk* by Celeste Headlee

2. SCARF

3. Directing Great Communication

