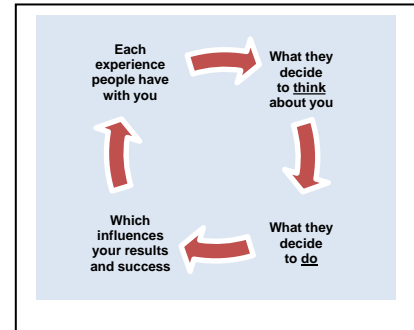


### 3 Key Attributes of Mindful Communicators©

*“To truly engage with others and create meaningful connections, we must be mindful of how we’re ‘showing up’.” – Cindy Byrd*

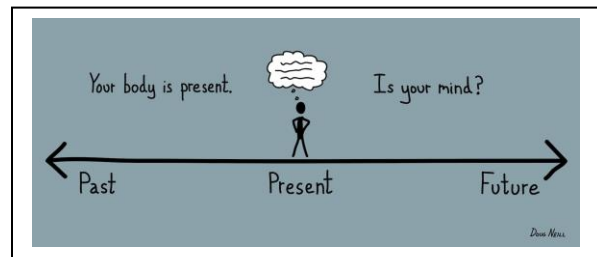
#### Introduction

- Everything sends a message and leads to a positive or negative experience
- We all share some common communication goals
  - Increase understanding
  - Decrease misinterpretation
  - Avoid or minimize conflict
  - Achieve results
  - Build positive relationships
- Mindful communication increases the likelihood of achieving these goals because of three key attributes: presence, awareness, and thoughtfulness



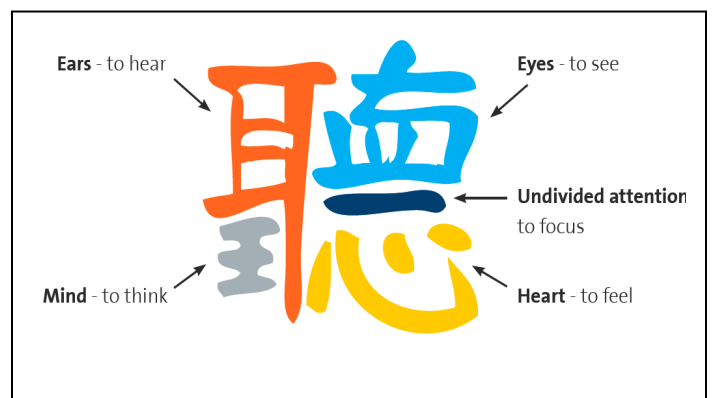
#### Part 1: How present are you?

- What does it mean to have presence?
  - Fully engaged and focused on the here and now
  - Authentic, calm, and confident without arrogance
  - Giving of ourselves for the sake of others
- What prevents us from being present?
  - Multi-tasking, distractions
  - Preoccupied and/or drifting mind
  - Ego, personal agendas, the need to be a certain way or to prove something
- How can you be more present?
  - Know what tends to distract you and work to minimize those distractions
  - Be a more mindful listener
  - Strengthen your ability to be in the moment by practicing mindfulness meditation



*“If we are caught up in the preoccupations of our own mind, in that moment we cannot be present...we will bring an agenda of some kind to whatever we say or do or think, even if we don’t know it.” -- Jon Kabat-Zinn*

**“When we are present with others, we invite them to be present with us.” --Amy Cuddy**



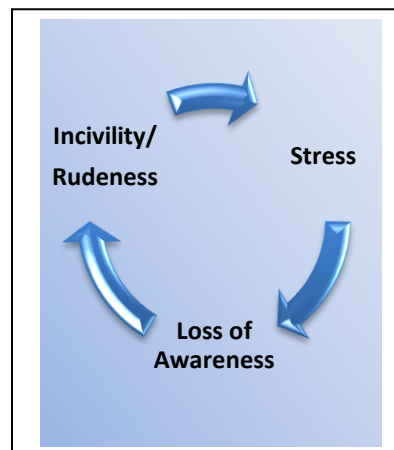
**Application:** The Peeps® Exercise – focus on what’s in front of you right now

- The way the Peep looks
- How it feels
- How your skin responds to touching the Peep
- Its smell
- Its taste



**Part 2: How aware are you?**

- What does it mean to practice awareness?
  - Noticing things about yourself, others, and your surroundings/situation
  - Communicating from a place of deeper insight about your tendencies
  - Operating with greater attention to how you're impacting others
- What personal tendencies should you especially be more aware of?
  - Non-verbal habits – how your face and body “speak”
  - Subtle incivilities, sometimes based on your communication style
  - Biases, mindsets, and filters
- How can you become more aware?
  - Take time for honest reflection
  - Seek feedback to become aware of “fatal” distractions



**What's potentially interfering or causing a breakdown in communication?**

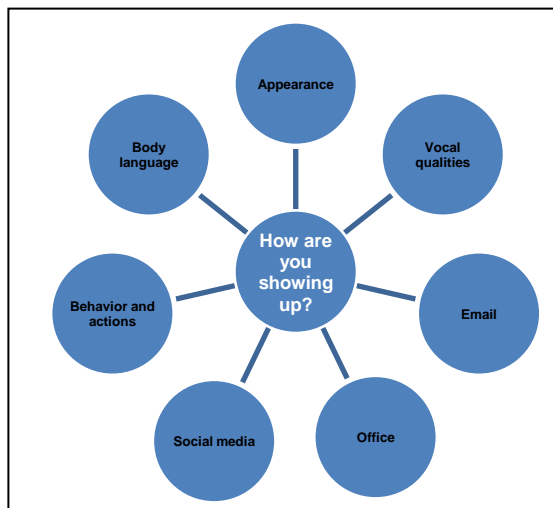
**Identify “fatal” distractions**

*Unintended messages coming across through any aspect of your brand environment*

Intended Message → Perceived Message

**Intentionally seek feedback and also practice self-reflection to gain greater awareness of your personal tendencies and any blind spots**

(c) cbyrd, image potential



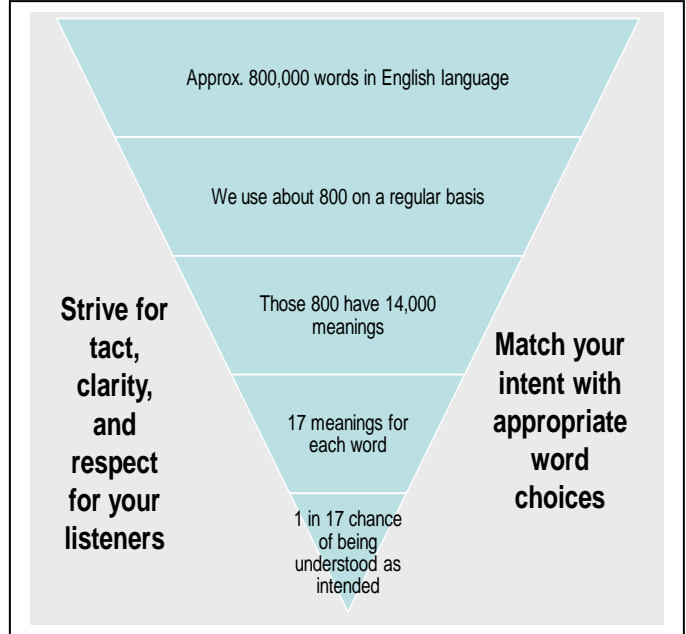
- Use this insight to be mindful, in the moment, of how you're “showing up”

**Application:** Use the space below to list any feedback you've received from others about personal tendencies

***“People respond to how you show up, the tone you set, your consideration for others, and how well you're demonstrating the values you say are important to you.” – Cindy Byrd***

**Part 3: How thoughtful are you?**

- What are the two meanings of thoughtful?
  - You are thoughtful if you are a thinker
  - You are thoughtful if you are considerate
  - Combine the two: being thoughtful means thinking about others and their well-being
- What should you be thoughtful about when you are communicating?
  - Vocal qualities, especially tone and inflection
  - Clarity, conciseness, and word choice
  - Communication method
- How can you be more thoughtful?
  - PAUSE - think before you speak or write
  - Be responsive and respectful
  - Demonstrate courtesy and integrity



**Application:** Practice eliminating extra words or foggy phrases

Wordy and unclear	How could this statement be more clear and concise?
It is my determination that Sally is demonstrating indications of increased positive socialization with various managers and co-workers.	

Also, watch for subtle negatives in the way you may tend to respond; practice turning them into positives.

Negatives	Positives
There's nothing open for you this week – I'm sorry.	Mr. Smith, you're in luck! Ms. Harris has an opening next Tuesday afternoon.
I'm waiting for an important call. Try me later.	I'm eager to speak with you, and I want to give you my full attention. May I call you in 30 minutes?
We can only post 10 copies of your flier around campus.	We have 10 locations around campus with bulletin boards dedicated to community events. We'll get these up for you today.

**“At the end of life, what really matters is not what we built or what we got, but what we shared; not our competence, but our character; and not our success, but our significance.” – Michael Josephson**

**Your significance will be greater and more positive when you embrace and practice the key attributes of a Mindful Communicator!**