

WHAT'S THE PROBLEM?

Why We Don't Communicate Well in the Workplace

Hello. I'm Sonya Hamlin.

How can a book about communicating begin from anywhere else? Anywhere else than acknowledging the typical order by which we all make contact with each other? And then using it, step by step, with you?

How can I ask you to listen to me any further unless I first let you do the usual checking we all do before we start to trust and gather interest in a potential "teller"?

If a stranger walked into your office and said, "Change the way you report your fourth quarter results. I know a better way," would you just do it? Surely not.

Well, you don't know me. Because we can't see each other—a sense that could give you the first fast layer of information—I'll have to unfold our relationship and go through the common order of developing trust through words alone.

Skipping the next order of natural business—the usual handshake, smile, and "Glad to meet you" rituals when strangers warily draw closer—I'll move directly to step three: What I have to tell and whether or not you'll "listen."

Listening doesn't happen automatically. It's based on how quickly I get to something you can use. You'll stay if I promise some new insights and alternative processes that could improve your life; some ideas that are important and practical enough for you to accept and want to try.

Now—have we drawn closer? What have you learned so far?