

### **Sending and receiving effectively**

We all assume the role of senders and receivers in communication. We change roles instantly by talking and listening while we attempt to formulate logical arguments for our point of view. Success is not guaranteed, even if we feel we are usually correct. Recognizing where our communications breakdown or succeed is critical to improving effective communication.

### **Activity 1-3**

#### **Where does your communication breakdown or succeed?**

In the next two or three conversations you participate in or just observe, make note of each element of the communication process. Observe which elements of the communication process help or hinder the communication between the parties.

Share your findings in the **Discussion 1-1: Survey What is Happening at Your Work** topic in the Discussions area.