

Emotions impact your communication

We've all dealt with difficult people in conversations. They, in turn, frequently feel they are the one dealing with a difficult person. It's just a matter of perspective. Our emotions operate much faster than our logic and too often impact a conversation when we least expect them to have an impact. To stop our emotions from getting in the way of logic, take time to plan your responses and, if necessary, count to ten, to yourself, before you respond.

Activity 2-4

What's this going to cost me?

There can be both hard costs resulting in lost productivity or lost profits and soft costs such as loss of trust and rapport that can be a result of failed communication.

Think of a challenging conversation that did not go well for you in the past. What barriers may have been a factor and what was the hard/soft cost of the encounter?

Were you able to recover anything that was lost in a follow up conversation or communication encounter?

Share your observations in the **Discussion 2-2: Communication Personality and Preferences** topic in the Discussions area.