

Your Points to Ponder

Confusion Vs Clarity - P2P Quick Communicate #9

"Confusion and ambiguity kills; clarity keeps us safe." Anonymous

How many times have you given instructions only to have an outcome not at all what you thought it would be? For instance, if you are driving down the road or taxiing on the runway and are told by ATC to "make a right at the third intersection". Sounds clear - except if you are passing through the intersection at the time. Do you count that intersection as the first one, or count the next one as the first?

Perhaps 'kill' is a drastic word ... ambiguity causes rework, which costs money. Ambiguity creates misunderstandings and conflict ... which costs not only hard dollars, but can damage relationships.

How methodically do you think through your actions, and the consequences of those actions? If your success, or the success of your company relies heavily on clarity and safety, take the few extra moments to communicate exactly what you need.

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Shari is the only speaker and consultant that combines communication styles, personality behaviors, emotional intelligence and your mind. She works with executives and teams to resolve conflicts and build a more cohesive group. If your team is not "playing nice in the company sandbox", give Shari a call!

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