

CONSCIOUS COMMUNICATION

A guide on how to communicate with
Empathy, Influence and Assertiveness



**Communication is the solvent of all problems and is the
foundation for personal development.**

Peter Shepherd

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Communication is the heartbeat of any relationship.

- Ritu Hinduja

Human beings are social animals! We are meant to live together, being interdependent on each other to fulfil our physiological, psychological and emotional needs. And how do we express these needs to people around us - by communicating!

Having a community, family and friends enable us to share personal relatedness and support the perpetual growth of each other, ourselves and our environment.

So, it is important to communicate so we are understood and we learn the skills to listen, understand and respond accordingly.

Effective and impactful communication is an art that can be learnt!

THE NEED TO COMMUNICATE EFFECTIVELY

Since we human beings are not meant to stay in isolation, away from each other, never needing to interact, effective communication becomes an essential life skill.

Some of the benefits of having great communication skills are:

Having wonderful and fulfilling relationships.

Having great friendships.

Having great communication skills can help one excel in their career such as negotiation, influence, convincing abilities, team management. It will help build trust, strengthen your professional relationships, boosts teamwork, develop a sense of belongingness, and help you to become more productive.

Leadership starts with having great communication skills.

Above list is far from being comprehensive and yet it gives an idea of how imperative it is to develop our communication skills.

I know you heard what you thought I said, but what I said isn't what I meant.

- Richard M. Nixon

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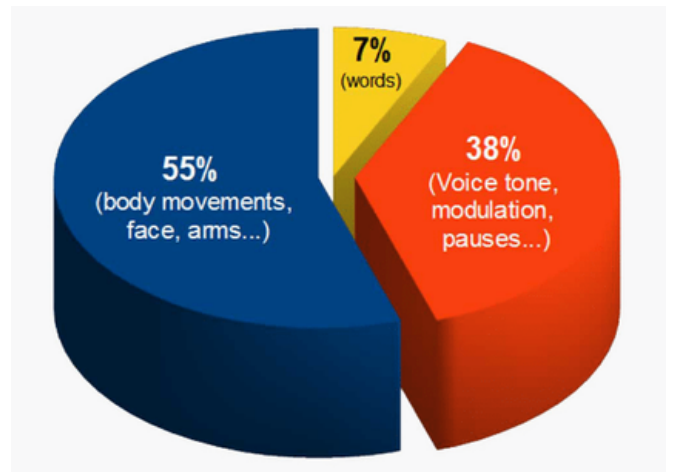
WHAT DOES GOOD COMMUNICATION LOOK LIKE

Effective communication is clearly participatory – not just one-sided. Great communication is a process of give-and-take. Its exchange of words, information and emotions.

According to The Mehrabian Model Of Communication, only 7% of personal communication relies on verbal communication or the actual words that are spoken. The remaining 93% lies in non-verbal communication, with 38% comprising tone of voice and 55% concerned with body language.

This means, that even when we are not speaking a single word, our body, and our expressions are still in communication with our surroundings. It is not uncommon to walk in in a room and be asked -"Hey is everything ok?" or "What happened?" even though not a word has left from your mouth. It means our body language, our body movements, our facial expressions say a lot!

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In view of the above theory, if we have to master the art of communication, we need to learn how to communicate with words, body and tone where all three are in synch and are supporting, conveying and delivering the same message to our audience!

MESSAGE = WORDS + TONE & VOICE + BODY LANGUAGE

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NLP MODEL OF COMMUNICATION

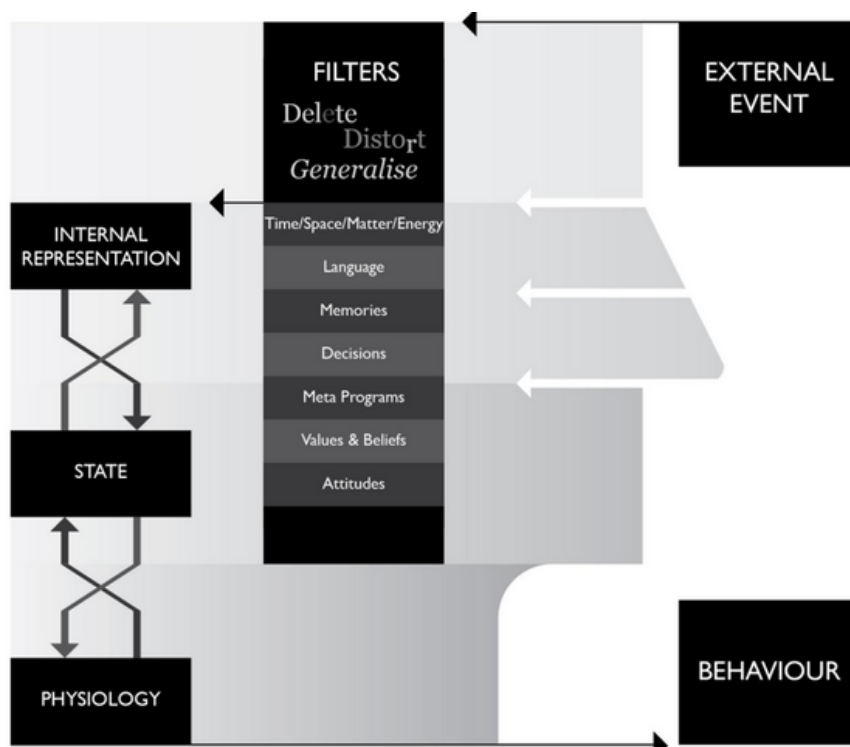
NLP is the creation of John Bandler and Richard Grinder. In the 1970's and beyond they studied the leaders of the fields of psychology and noticed patterns of choice that produced specific and outstanding results, consistently.

NEURO: The nervous system (the mind), through which our experience is processed via five senses: Visual / Auditory / Kinesthetic / Olfactory / Gustatory

LINGUISTIC: Language and other nonverbal communication systems through which our neural representations are coded, ordered and given meaning. Includes: Pictures / Sounds / Feelings / Tastes / Smells / Words (Self Talk)

PROGRAMMING: The ability to discover and utilise the programs that we run (our communication to ourselves and others) in our neurological systems to achieve our specific and desired outcomes.

Our mind is bombarded by around 2 million pieces of information per second – yep, I said 2 million!!! Our minds have to find a way of reducing this down to a level that it can process – it does this in a number of ways. One thing we do know is that the capacity of the unconscious mind to process information is far superior vs. the conscious mind – as a result of many studies, (most notably in the 50's) it's generally accepted that the mind can handle 7 bits of information (plus or minus 2). This model explains how we process the information that comes into us from the outside.



The belief is that “The map is not the territory.” And so the internal representations that we make about an outside event are not necessarily the event itself.

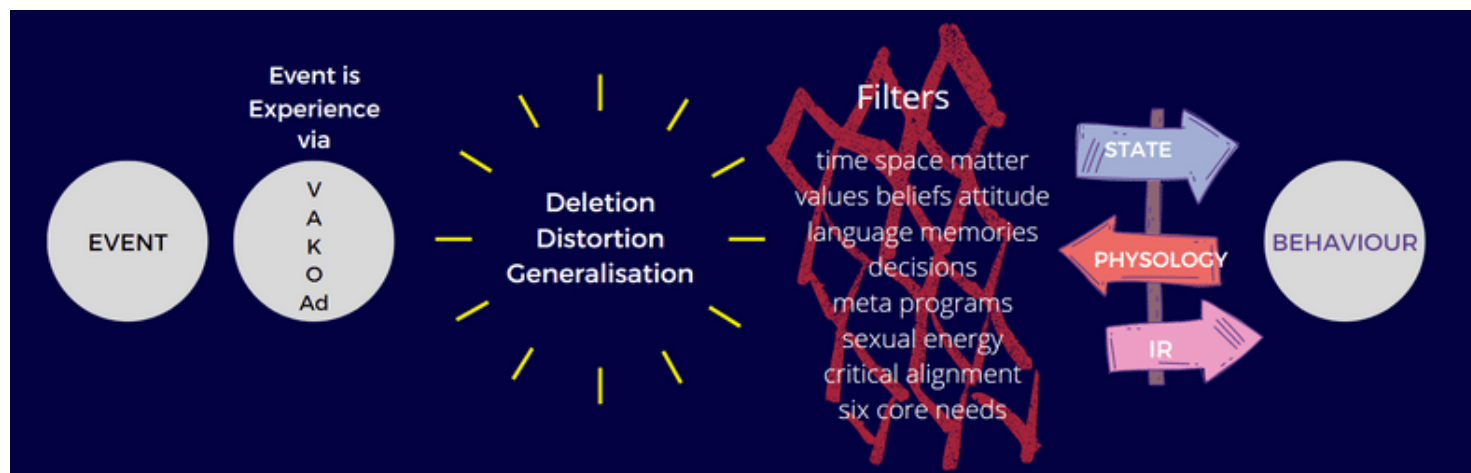
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Typically, what happens is that there is an external event and we run that event through our internal processing. We make an Internal Representation (I/R) of that event. That I/R of the event combines with a physiology and creates a state. "State" refers to the internal emotional state of the individual – a happy state, a sad state, a motivated state, and so on. Our I/R includes our internal pictures, sounds and dialogue, and our feelings (for example, whether we feel motivated, challenged, pleased, excited, and so on). A given state is the result of the combination of an internal representation and a physiology.

This I/R that is created in our brain is a result of only 7 +/- 2 bits of information that our conscious brain can process. On the previous page, it is said that brain is bombarded with 2 millions bits of information per second. The event that took place had a lot more information that brain could take. What happened to rest of the information? This is where we understand why same information is perceived by different people in different forms.



Our first set of filters through which we experience an event are our senses - visual auditory, kinesthetic, olfactory (sense of smell) and gustatory (sense of taste). These senses are unique to every individual.

The next set of filters are - Delete, Distort and Generalise the information that is received through the senses.

After the information is deleted, distorted and generalised, it goes through the next set of filters comprising of time, space, matter, values, beliefs, past experiences, gender, religion, community standards and much more from which 'Internal Representation' of the event is created.

This I/R affects ones sate and physiology and from here 'behaviour' is expressed.

The meaning of communication is the response you get.

- convenient assumption of NLP and Meta Dynamics

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HOW IS THIS RELEVANT

Now that you are aware of these two models of communication, we can look at incorporating these in our life to enhance our communication skills.

Broadly, we can categorise communication in two categories:

1. Sharing and providing information
2. Receiving and understanding information.

Great communication involves both speaking and listening, or expressing and receiving. The goal is to develop a shared understanding of the information being disclosed. The parties also recognise that the roles of speaker and listener are fluid.

In this ebook, we will look at how to effectively share information and receive information and simple steps that you can learn to communicate with empathy, create influence and be assertive.

EFFECTIVE SHARING / SPEAKING:

Great communication involves both speaking and listening, or expressing and receiving. The goal is to develop a shared understanding of the information being disclosed.

The parties also recognise that the roles of speaker and listener are fluid. Just as you speak and impart information, you should listen in turn for feedback as the recipient digests the information. The listener can provide visual and other indicators that they are following on. They can also check their understanding by asking questions.



**“Communication works for
those who work at it.”**

– John Powell

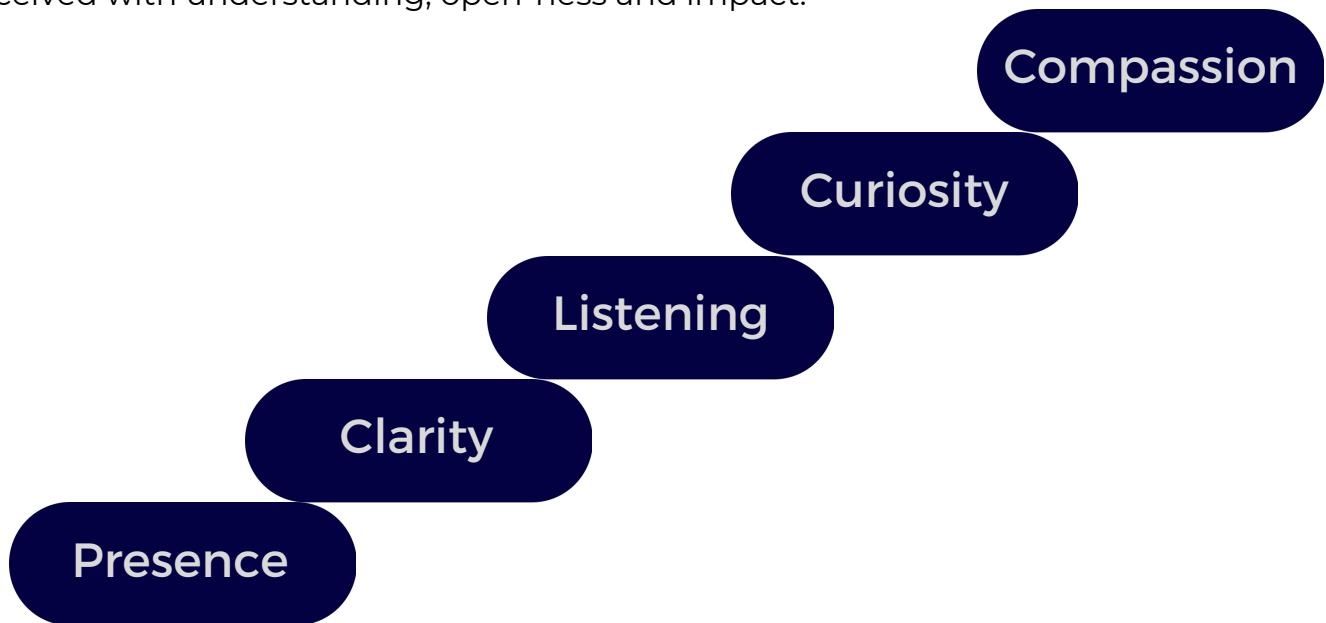
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HOW TO COMMUNICATE ?

To communicate with empathy, influence and compassion, take effort and practice. Following steps will give you a framework which will enable you to communicate with empathy, clarity and compassion and your communication or message will be well received with understanding, open-ness and impact.



PRESENCE

A big part of communication is being attuned to who we are communicating with. Being attuned means that they have your 100% attention while you are communicating with them. You are present with your heart, mind and body to that person. Be physically, mentally and emotionally present.

- Understand and commit to being present for them, its their time and their space now.
- Get rid of distractions - put your phone away, stop multi-tasking, turn the TV off.
- Sit down and look at them.
- At this moment, put other stuff going on in your head away, prioritise being present to the one you are talking to.
- Be present only and only for them. In this moment leave your stuff behind. Its not about YOU.

“The most important thing in communication is hearing what isn’t said.” – Peter Drucker

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CLARITY

To bring clarity to your communication, begin with the end in mind. For what purpose are you having the conversation. For example, if you are having a conversation for fun and it turns into an argument, then change the course!

- Identify it and know what you want and need from the other person.
- Keep your requests direct, simple and to the point. Avoid story and focus on getting the point across in a respectful and considerate manner.

Your message and/or instruction must be clear as crystal. Leave no side untouched, no scenario undiscovered. I like to use the SMARTT approach for setting clear messages.

- S – (Specific) specifics of what needs to be done
- M – (Measurable) how much or how many
- A – (Action) by) who is responsible for action
- R – (Relevant support) what are relevant documents / support / procedures
- T – (Time) when it should be started and by when it should be completed
- T – (Thorough) thorough check

Below is an example of how to use the SMARTT strategy:

Task – to paint a house.

- Specific – which wall to paint?
- Measurable – inclusions or exclusions to be added here like walls – colour x; ceilings colour – white
- Action – John will paint ceilings, Jim will paint bedroom, Jack will paint bathroom and kitchen.
- Relevant Documents / Support – Colour cards, safety risk assessment, emergency contacts etc.
- T – John will paint ceilings on Monday, Jack and Jim will paint on Tuesday. All work to be completed by Tuesday evening.
- T – Thorough check – of scope, requirements, procedures, safety checks, completion and quality.

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LISTENING

Be all ears and only ears, no mouth.

- Understand and commit to listening to them, it's their time and their space now.
- Listen to listen, not to respond.
- Pay attention to body language, tone, and hand gestures. Being Present will help with active listening.

**“The most important thing in
communication is hearing
what isn’t said.”
– Peter Drucker**



CURIOSITY

Be curious of other persons needs, agenda, purpose, intent of communication. Ask open questions. Find out more. And above all, be patient with your curiosity and the response you get.

Be open, be receptive, be understanding.

**“Emotional awareness is necessary so you can properly convey your
thoughts and feelings to the other person.”
– Jason Goldberg**

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COMPASSION

Make a serious attempt to understand the other person. Listen carefully to their feedback, and put your own assumptions aside. When people feel heard, they are more likely to open up more, feel safe and more secure in the conversation. This will lead to a trusting and understanding relationship.

Having the ability to understand their perspective, point of view and feelings is crucial to resolving conflict, managing change and making tough decisions.

Above all, honest, heartfelt and open communication is the key to influence!

“Honest, open communication is the only street that leads us into the real world... We then begin to grow as never before. And once we are on this road, happiness cannot be far away.”

— John Joseph Powel

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WHAT NEXT???

If you loved this ebook and would like to learn how we can work together to achieve your leadership goals and how I can help you grow into an emotionally brilliant individual, click the link below to book an obligation free clarity call with me.

[Book Now](#)

If you loved this ebook and would like to keep learning and growing, here is an invitation to join my free facebook group.

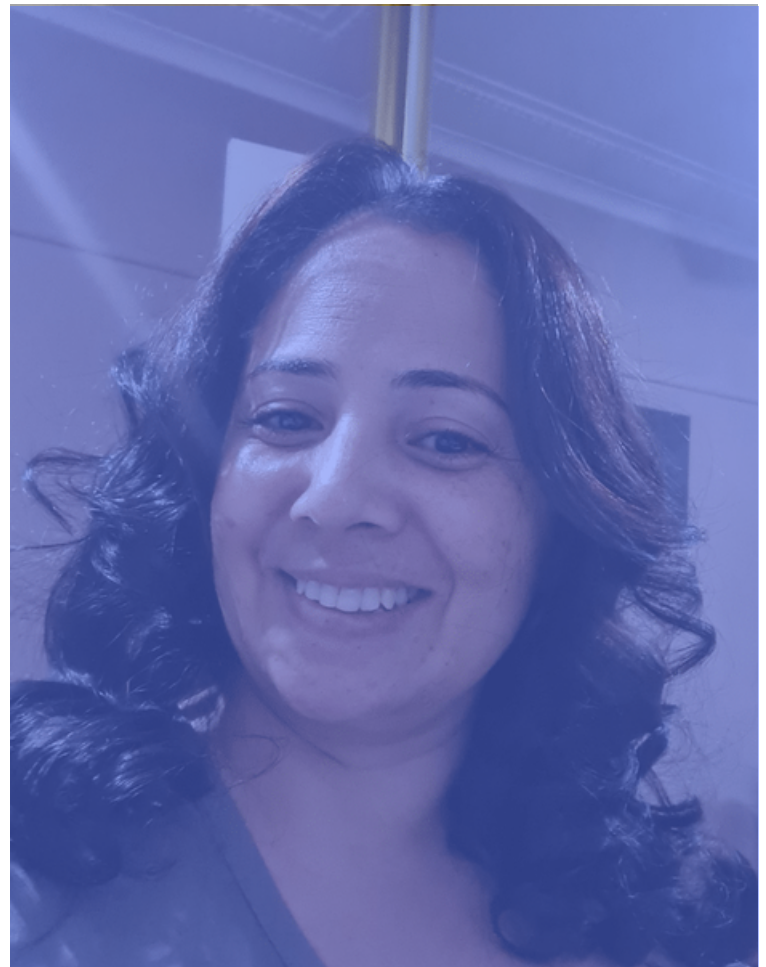


MEET YOUR COACH

Hi, my name is Ritu Hinduja. I arrived in this beautiful country as a student of Master in Engineering Management, UTS and fell in love with it. At first, it was a place where my dreams were coming true and then living those dreams, I made it my home. I have a Bachelor of Engineering in Electronics and Telecommunications and over 15 years of experience in Project Management. I have managed large teams of highly skilled engineers, testers and factory workers.

As I am passionate about leadership, change, communication and growth, I changed direction to be a coach. I am a professionally trained transformational meta dynamics coach, metadynamics profiler and practitioner of Neuro Transformation Therapy. It is my vision to help new leaders, migrant leaders and small business owners, grow and thrive to become Ethical Leaders, Changemakers and Emotionally brilliant individuals. My mission is to help 1000 leaders grow and thrive in the next five years.

Are you one of them?

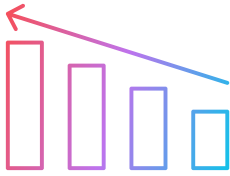


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BENEFITS OF LEADERSHIP COACHING



Enhanced Performance



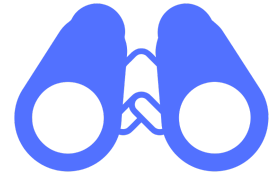
Empowerment



Work Life Balance



Confidence



Perspective

Leadership coaching in particular can have many benefits for individuals as well as the organizations they are a part of.

- Enhanced performance
- Leadership coaching can help leaders more accurately examine their weak points, gain better perspective about their abilities and how to better make use of them.
- Empowerment
- Working with an executive coach can help those in leadership positions learn how to empower themselves and those on their teams. This has the added benefit of increasing team member's engagement in opportunities to collaborate.
- A fresh perspective
- We do not know what we cannot see. Having an outside perspective can be extremely powerful when looking to make meaningful and lasting changes.
- Confidence
- Having a coach's support while making meaningful changes, as well as celebrating their wins, can positively impact a leader's confidence levels.
- Job and life satisfaction
- By taking the time to step back and clearly assess their lives with the help of a coach, leaders can find more time for work/life balance. This tends to lead to better performance, retention and increased satisfaction with their job.

This brings us to what programs I can offer you. I have 3 options for you to choose from.



Team Engagement



Collaboration



Emotional Intelligence and behavioural flexibility



Support

Source: <https://www.betterup.com/blog/leadership-coaching#:~:text=Leadership%20coaching%20can%20help%20leaders,better%20make%20use%20of%20them.&text=Working%20with%20an%20executive%20coach,and%20those%20on%20their%20teams>

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TESTIMONIALS

Here are some testimonials of people whom I have worked with and have impacted in a positive way.

Hitha C, Project Manager, India

Ritu helped me in achieving my professional goals, she brainstormed with me ideas and she provided a lot of reference materials and recommendations that help me achieve what I want.

Ritu was so passionate about helping me to give everything she has to get my results. She followed up with me with great enthusiasm and wanted to be championing me. She was so compassionate in going beyond what I needed so that I got clarity in my own personal life with her insights into life itself. She taught me what to expect professionally and what to do for the next version of my life

Thank you Ritu, you are amazing and so generous!

Yanal B A, Start up Entrepreneur, Canada

"Thank you so much Ritu! You helped me get clear on my goals in only one session, by asking simple questions and doing deep, smart brainstorming. Now I got clear on my goals and you provided me exactly with what I needed! I truly appreciate your help Ritu, keep doing the great job!"

Noor J; Financial Services and Accounting, Indonesia

"Where do I begin? On how incredible the session was? On how my values help me to set clarity in setting my goals? On how my values can be used to achieve my goals? On how the session was truly amazing by knowing what I need to do, what tools I need to use, how and when to use it? Ritu did all the above with so much love, fun, engaging and practical too. It was an amazing way to set my goal setting (blueprint) with Ritu. Thank you Ritu from the bottom of my heart. You rock! Noor"

Noriko N; General Practitioner, New Zealand

"Thank you, Ritu Hinduja, for your session on Values elicitation.

Before this session, I was feeling a bit lost and uneasy for some reason. My values had always been integrity and compassion, plus a few others. I still feel them important. During the session with Ritu, I realized that courage and self-trust are important values too. I was probably unconsciously scared of putting them on my "values list" because, then, I need to behave in alignment with these values and I feel fearful Ritu suggested to me how I manage my self-doubt, too. Now "courage" and "self-trust" are my bold values!"

ENKINDLE CONSULTING

Driving

Ethical Leadership, Transformation and Emotional Brilliance



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"I am still learning."

— Michelangelo