

THE FOUR STEPS OF COMMUNICATION

For more detailed information about this, please see my book, Thinking About You Thinking About Me.

1. Thinking about people and what they think and feel.

- a. Being aware of those around you or those you want to communicate with.
- b. What are they interested in?
- c. What do they feel about what you are saying?
- d. What are you doing to show you are interested in them when they are talking?

2. Being aware of your physical presence as well as the physical presence of others.

- a. Your body position shows who you want to talk to or not talk to.
- b. Your body movements show what you plan to do next. This communicates messages to people, even if you were not trying to communicate.
- c. Your body language and facial expression communicates to people how you feel about things or people around you.

3. Using your eyes to think about others and watch what they are thinking about.

- a. The direction of your eyes and other people's eyes lets people see what everyone might be thinking about.
- b. We use our eyes to help figure out how people feel, what people are thinking about and if they are interested in the other people they are with.

4. Using your language to relate to others.

- a. Talking about things that are interesting to others.
- b. Asking questions to find out about people; making comments to show interest.
- c. Listening with eyes and ears to determine what people are really trying to say.
- d. Adding your own thoughts to connect your experiences to other people's experiences.