Coaching: OVER-COMMUNICATE THE MESSAGE
Lesson 8

The expanded coaching materials are provided to help readers implement the lessons taught in the book. Use them for individual or group development.

Clarity is essential in order for people to execute their responsibilities. An objective look at your communication effectiveness will usually reveal that more emphasis and effort will pay significant dividends.

1. How do your natural traits affect your communications? After reflection, answer "a" or "b" below as appropriate. Then ask for honest feedback.

   a. If your natural personality is more **introverted**
      
      • You may have a tendency to under-communicate. If so, list some specific situation where you could get out of your comfort zone to improve.

      ________________________________________________________________

      • You may assume others know what you know and think what you think. How can you find out if these assumptions cause problems for your team?

      ________________________________________________________________

      • What specific steps can you take to over-communicate your messages?

      ________________________________________________________________
b. If your natural personality is more **extroverted**
   - You may talk a lot without communicating a clear and focused message. If so, how could you communicate more effectively?

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   ____________________________________________________________

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   ____________________________________________________________

   • Do your people know that you tend to “talk to think” and therefore may express opinions on issues before you have analyzed or committed to them?

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   ____________________________________________________________

   • How could you remind them of this tendency?

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   ____________________________________________________________

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   • How would you like your team to adjust to accommodate your need to "think out loud" and what can you do to make this work better for everyone?

   ____________________________________________________________

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   ____________________________________________________________

2. **Are you communicating**
   a. a consistent message? ________________________________________________
   b. that is repeated in multiple settings? ________________________________
   c. through a variety of media? _________________________________________

3. **What other changes would you like to make in your communications techniques?**

   ____________________________________________________________

   ____________________________________________________________

   ____________________________________________________________

   ____________________________________________________________
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