

Communication Gap

The diagram illustrates a communication gap between two individuals. Each person is represented by a black silhouette carrying a bucket. They are connected by a rope. Below them are three blue arrows: 'Intention' pointing right, 'Action' pointing left, and 'Impact' pointing left. The 'Action' arrow is positioned between the two figures, suggesting a disconnect between what they intend and what they do.

Intentions: Intentions are private and are only directly known to the one who has them.

Actions: Actions are most often public and observable events. They may be verbal or nonverbal.

Impact: Impact refers to a person's inner response to the actions of another. People are rarely impacted the same way by the same actions.

Leadership Institute of Seattle

Practice

What has happened? Describe specific relevant facts. _____

Write about the impact on you personally and the implications for your work.

What outcome do you want in this situation: for yourself, for the other person, and for the relationship?
