Communication Gap

**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.

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Practice

**What has happened? Describe specific relevant facts.**

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

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

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