

Activity #3: Communication Exercise

I Know You Believe You Understand

“I know that you believe you understand what you think I said, but I am not sure you realize that what you heard is not what I meant!”

Exercise

1. Review the quote and share what you think the statement means.
2. Discuss what problems are created by these types of communications (e.g., communications that are unclear or ambiguous).
3. What are some key communication techniques that can help I&R specialists clarify confusing statements?