



Conscious Communication

Four Critical Pieces of Information

When in the midst of conflict and the pressure is on, there are four pieces of information that we need to express to the other person or get from the other person: observations (what's going on?), emotions or feelings, their vision or interests and their wants.

Without this information I really don't know what the issues are and I don't know how to proceed nor how to react. As well, I really couldn't expect the other person to know any more than the information I give them.

There could be a lot of obstacles in getting this information because the other person probably isn't tuned into what they are feeling or wanting and either of us could be triggered by an evaluation and be sidetracked. In order to minimize the obstacles it would be useful to understand what each of these pieces of information is.

1. To know the difference between an observation and an evaluation.
2. To understand a bit about emotions and feelings and separate them from thought.

3. How to look for the vision or underlying interests.

4. How to focus our attention on what we are wanting now.

Also, if we were to initiate this conversation or exploration, we might have a limited time to express ourselves before the other person started to react. It's a good idea to get this information across in as few words as possible and before the other person's attention span runs out.

The follow four articles will look at each of these four pieces.

*(To return to the table of contents, click on the **BACK** button in your browser.)*

