

Communication

...a 'game' in which the speaker and listener
(writer and reader)
battle against the forces of confusion.

YOU

Must expect to be misunderstood.

YOU

Must expect to misunderstand.

YOU

Can try to minimize misunderstanding;
you cannot hope to eliminate it.

REMEMBER

Successful communication depends a lot on you!
How well have YOU prepared for the 'game'?

When you speak



When you listen

