The Communication Cycle

Thought ➜ **Spoken** ➜ **Heard**

Implemented   **Understood**

Acted on ⬅ **Agreed to**
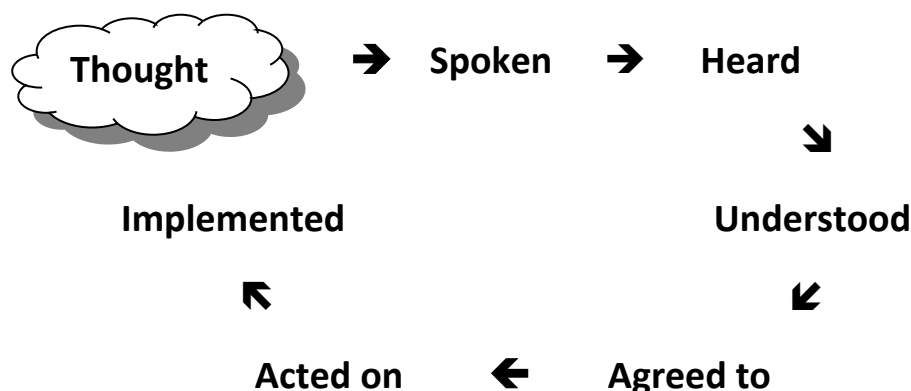
Things that can go wrong:

Thought:

Things never get out of your head so no-one is communicated to and no-one is influenced; feeling and acting as if it has been communicated.

Spoken:

Not making the meaning clear; not picking the right time or place; assuming the other person is ready and willing to listen; assuming that other people know what you're talking about.

Heard:

Not waiting to see if the other person has heard and assuming that they have; not reading the 'clues' given by other people.

Understood:

Assuming what you've said has been understood and not waiting to see if that's so; using terms and language the other person isn't familiar with; jumping into the middle of a problem without giving enough background.

Agreed To:

Not listening to the other person's point of view; talking at cross-purposes; assuming the other person agrees; not negotiating.

Acted On:

You assuming that the agreement is going to be acted on and then not checking to see if that's true; the other person agreeing and then forgetting or postponing till it's too late; no one wanting to take responsibility.

Implemented:

Having got this far on the cycle, it's still possible to fall off by assuming that once you've agreed and acted on something once, it will keep on happening.