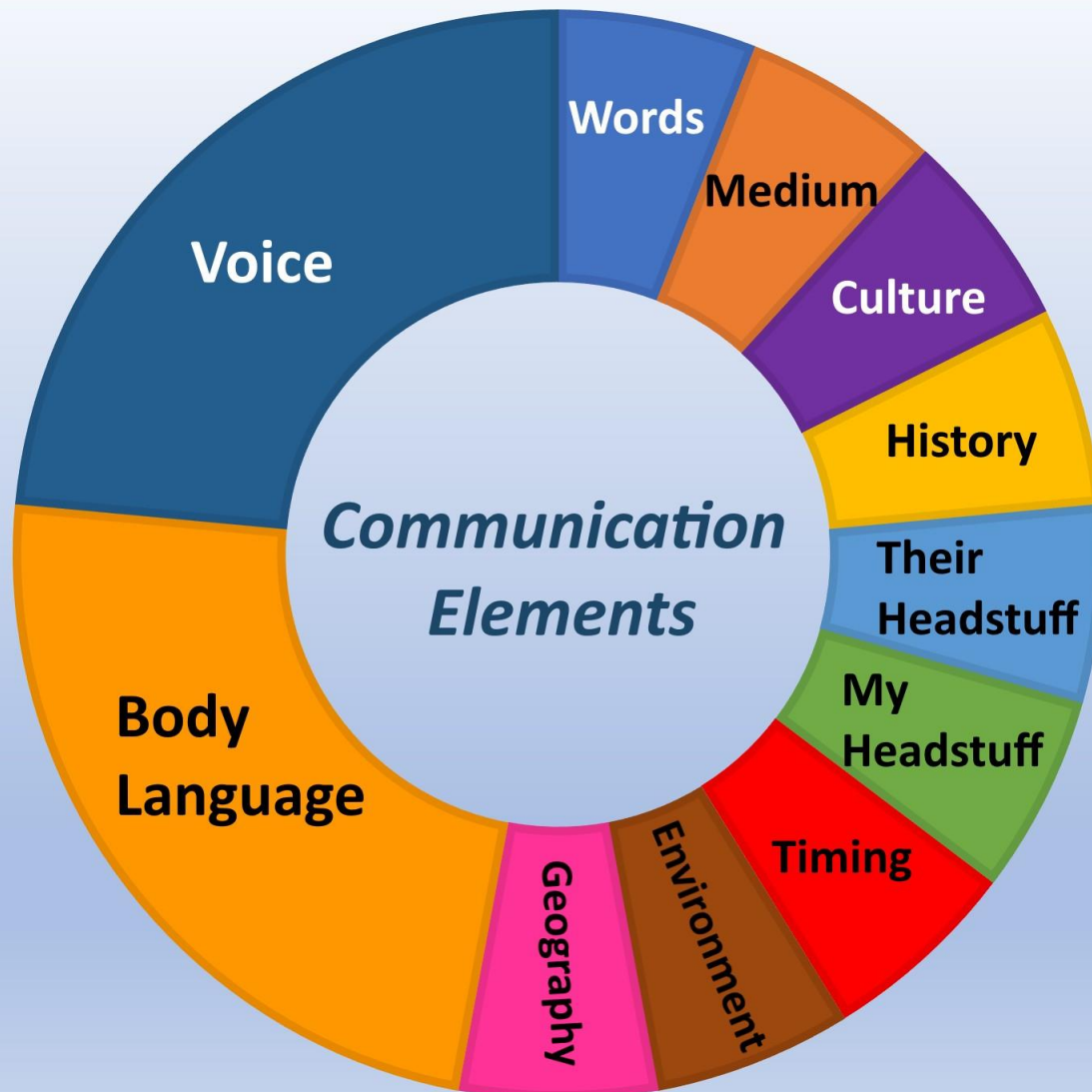


Communication Elements

This diagram shows the weight that each communication element has usually when delivering a message. However, sometimes, depending on the context, this weighting can also change. In other words, the pie is a flexible pie!



Voice	The things you can change with your voice: tone, speed, volume, etc.
Words	What you actually say.
Medium	The medium of your communication e.g., email, phone or face-to-face.
Culture	Workplace culture, national culture.
History	The history / relationship you have with people you are communicating with.
Their Headstuff	The thoughts in other people's heads and how this impacts the way they communicate.
My Headstuff	The thoughts in your head and how this impacts the way you communicate.
Timing	When you communicate.
Environment	Where you communicate. In the office? In a meeting room? Walking in a park?
Geography	Where you are physically in relation to the person you are communicating with.
Body Language	The non-verbal stuff: facial expression, posture, gestures, etc.