

Intent vs. Impact

Sender

Verbal

What I said, filtered through my cultural experiences.

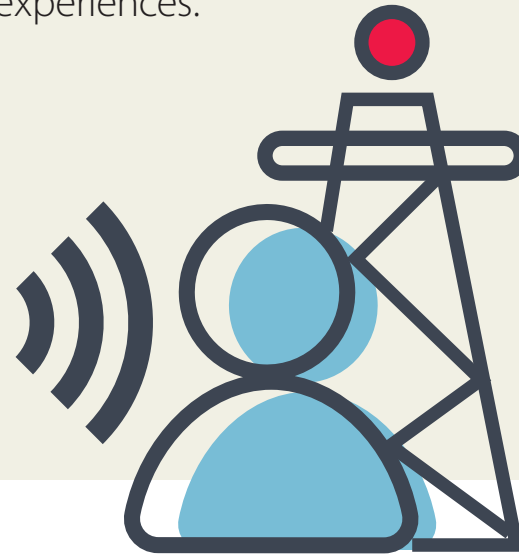
Nonverbal

Body language and intonation.



Receiver

What I heard and saw (nonverbal), filtered through my cultural experiences.



What does it mean by “cultural experiences”? How do our cultural experiences affect what we hear?

How might your body language and intonation lead to misunderstanding?

What other factors might be involved with miscommunication?

Intent vs. Impact

Intent:

the idea the sender wants to communicate



Impact:

what the receiver takes in, what is heard (filtered through both people's cultural experiences)



Strategies for Unpacking a Misunderstanding

1. asking questions
2. give the benefit of the doubt—
don't assume the worst
3. allowing the sender to explain their intent
4. listening with an open mind, and ability to set
aside one's own viewpoint temporarily
5. admitting your own mistakes
6. apologizing if you are wrong

What?

What is the difference between intent and impact?

So what?

What have you learned about how to communicate by studying intent and impact?

Now what?

How can you use your awareness of intent and impact as you react in a difficult situation?