



THIS IS WHAT I HEARD...IS THAT WHAT YOU MEANT?

Joel MacFarland, M.Div, MSW

Communicating with the people in our lives can often be like one big game of "telephone." The messages we interpret from one another can be very different from the message the speaker intended to send, This problem is only magnified by the expansion of technological communication, where complex messages are conveyed in short phrases and texts.

When an offense occurs, rather than assume that the message was automatically interpreted correctly, we are wise to first clarify the message. Confirming that the message received was interpreted as the speaker intended it to be can decrease those destructive games of "telephone" and increase true understanding.