

Communications



Objective

- Improve our communication with family members, friends, colleagues, clients, and everyone we meet.

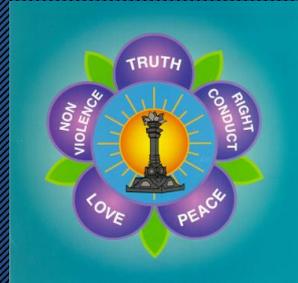


How are going to do this?



- Remembering who we are speaking to
- Remembering and putting into practice Swami's teachings on communication

Action Speaks Louder than Words



- Free medical care - Sathya Sai Medical Institutions
- Free education - Sathya Sai Schools and Universities
- Free drinking water projects
- Inspired millions of people around the world to provide many other humanitarian service projects

Swami's teachings



- Lead by example - Love all, serve all
Help ever, hurt never
- First Understanding, Then Adjustment
- You cannot always oblige, however you can
always speak obligingly
- Value of a smile
- Communication via email
- How to handle conflict and make an apology

Words of Wisdom



I've learned that people will forget what you said,
people will forget what you did,
but people will never forget how you made them feel.

-Dr. Maya Angelou



Power of Smile



- When we smile...love bubbles up in us.
- Best way to make a heart to heart connection
- Universal Language
- The only language is the language of the heart
- ABC - Always Be Cheerful

Before we speak, THINKS



- T Is it *True*?
- H Will it *Hurt* anyone?
- I Will it *Improve* on the silence?”
- N Is it *Necessary*?
- K Is it *Kind* and *Helpful*?
- S Is it *Short*, *Soft* and *Sweet*



The bond of love and brotherliness will be stronger if people would speak less and speak sweetly. Silence (*mounam*) has been prescribed as a spiritual practice, for this same reason.

Only in the depth of silence the voice of God can be heard.

4 things the tongue can do



- The tongue is liable to four big errors
 1. Uttering falsehood
 2. Finding fault with others
 3. Excessive speech and
 4. Indulging in scandals.
- These have to be strictly avoided if there is to be peace for the individual and society

When we find faults in others



- Good chance we have this fault in us
- Should see good in others and look for faults in ourselves
- Should be lenient when judging others, harsh when judging our own actions
- Judge not so that you will not be judged

First Understanding, Then Adjustment



First Understanding

1. Listening patiently
2. Non verbal cues
3. Heart to heart
4. Active listening - empathic statements

First Understanding, Then Adjustment



Then adjustment - our response

1. Demonstrate empathy
2. Offering to help “How can I help? Would you like help...?”
3. Loving Service

Two things we should forget

- The good we have done for others
- The harm that others have done to us



Make a Heart to Heart Connection



- Listen carefully
- Focused
- Fully present in the moment
- Patient
- Humble
- Respectful

How to give advice



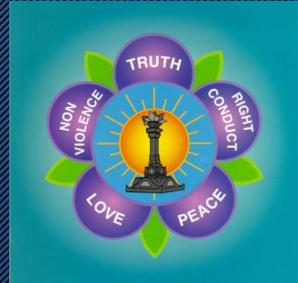
- Give advice only when asked for
- Keep it short and simple
- Be patient
- Give critical feedback in private

How to receive criticism



- Don't react to the criticism, but act to correct the fault
- God is testing us. Maintain equanimity
- This criticism may be true, in this case we should be grateful to the person who is criticizing us !!!

Avoid using “But” as a connector after a positive comment



- Yes, but ...
- Is judgmental
- Can be interpreted as not respecting another's opinion

What to do when dealing with a person who is angry or upset



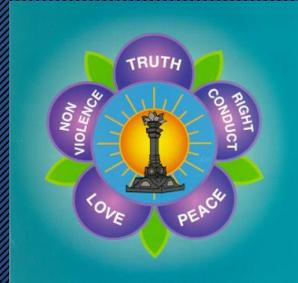
- Sometimes just being quiet and listening is all that is required

How to make an apology



- Keep it short and sweet
- Don't explain in great detail
- or make excuses

How to make an apology when you really are in hot water



- I am sorry
- I made a mistake
- Please forgive me

Email Pearls of Wisdom



- Email is a great way to share information
- Email is not a good way to resolve conflict
- Should not say anything negative in email

Sharing information



- Subject line well thought out, main point
- Send to everyone who needs to know
- Don't send to people who don't need to know
- Forwarding emails - new topic change the subject line

Sharing Information



- Few bullet points
- Short and to the point
- Should have all basic information: for example if sharing info about an event, name, date, location, timing, link to registration etc

Not a good way to resolve conflict



- Best to do in person
- Next best option is to speak on the phone

Email Etiquette



- Don't share official Sai org email lists
- Blind copy with long list to respect privacy
- Be careful about hitting reply all

Take home point



- If love is the basis of all our communication, we will automatically be a better communicator
- We should act and speak with love, do our best, and leave the outcome in God's hands
- Loving communication is a sure path to Peace of Mind