

SLIDE 1 – Module 6 Title

- Module 6 of the SSIO Orientation Programme focuses on loving and effective communication both at a personal level and within the SSIO.

SLIDE 2 – Module 6 General Outline

- The first part will focus more on personal communication and the importance of tuning head, heart and hands as we can see in this beautiful image; and the second part will highlight aspects related to communication within this spiritual Organisation that bears His name.

SLIDE 3 – Title: Personal Communication

- So let us first dive into the field of personal communication.

SLIDE 4 – Quote: Always strive to satisfy your conscience...

- *(Read quote)*
- As Swami highlights in this quote, we must always strive to satisfy our conscience. He constantly reminds us that our conscience is our true master and invites us to discover the true master that resides within each and every one of us. Sathya Sai encourages us go directly to the inner source of wisdom (*as the word conscience literally means inner knowledge*) and in doing so we recognise our true Divine nature.
- So Swami asks us to go beyond our senses, to connect with our true inner source and to follow the voice of our conscience, the voice of our spiritual hearts.

SLIDE 5 – Harmony in Thoughts, Words & Deeds

- This beautiful image reflects the importance of tuning the 3Hs in order to achieve loving communication. Before communicating with love with others, we must first achieve purity, unity, harmony and coherence within, by tuning our head, heart and hands.
- When we follow our conscience, our thoughts, words and deeds will be pure, noble and consistent.

SLIDE 6 – Quote: In order to promote harmony...

- Swami has always placed great emphasis on the power of words and speech, and the importance of examining our thoughts before speaking.
- *(Read quote)*

SLIDE 7 – T.H.I.N.K.

- We already saw in a previous module that the process of reflecting upon which thoughts to act upon can be similar to the "T.H.I.N.K." questions.
- *(Go through slide)*
- That is to say, before taking up a course of action, to pause and T.H.I.N.K.
- So indeed this THINK analogy can help us make better decisions and connect with our true inner voice or conscience so that we may speak lovingly and respectfully at all times.
- We must give ourselves this time for inner reflection before expressing our views, opinions or offering advice.

SLIDE 8 – Code of Conduct

- This importance placed on our speech is also highlighted in the Code of Conduct. *(Read two underlined points)*

SLIDE 9 – Quote: The tongue is liable to commit 4 errors...

- *(Read quote)*
- With regard to the aspect of finding faults in others, which we ought to avoid; it is equally important to not react to provocation or criticism.
- Here Swami also talks about excessive articulation. In this sense, moderation of speech is an important part of good communication. Good communication implies listening attentively and empathetically to others.
- A good reminder is that we have two ears and only one mouth! Thus, we should listen double the amount of what we should speak!

SLIDE 10 – Quote: The mind of man...

- *(Read quote)*
- Here we see the importance of thoughts and how our thoughts shape everything else. As Swami Himself states: *"You sow thoughts and reap actions; you sow actions and reap habits; you sow habits and reap character; you sow character and reap a destiny. Thus, destiny depends on character, character depends on habits, habits depend on actions and actions depend on thoughts. It all comes back to thoughts and in the ultimate analysis, thoughts shape one's future as well as one's destiny."*
- Swami also advises that when the mind is agitated, it is better to remain silent.
- Our state of mind is inescapably reflected on our face, words, tone of voice, body gestures and postures. This is why we must strive to keep our mind free from irritable and negative thoughts.

SLIDE 11 – Quote: What you do speaks so loudly...

- As stated by the philosopher and poet Ralph Waldo Emerson... (*Read quote*)
- So actually our actions speak louder than our words. Like an anonymous author also states: "*We explain what we know, but we teach who we are.*"

SLIDE 12 – Interpersonal & Intrapersonal Communication Model

- The word "Communication" both in Latin and Greek is derived from the root "common". We want to make common, to share information, thoughts, feelings, ideas between at least two persons: the Sender and the Receiver. Our purpose is to have understanding between the two. Understanding is the result of effective Interpersonal Communication which leads to a loving relationship and unity between the two.
- Let us now see how easy or difficult it is to strive for this understanding through the following model of communication.
- The sender who organises his thoughts, ideas and feelings and formulates a message according to his background experiences. He does encoding, that is he puts his message in an understandable language for the receiver. The receiver will get the message and will interpret it. He does decoding now according to his own background experiences.
- Which are these background experiences? They are determined by everything we have seen and felt from the day we were born until now, i.e. our family environment, education, work environment, our culture, our age, our gender, etc. All these determine our perception. We understand what we can perceive. We perceive what we have experienced.
- Now the question is: To what extent are the experiences of the sender similar to those of the receiver? Because of the different ways we perceive reality, various barriers are created in the process of message from sender to receiver. We call these barriers also noise. There is physical noise (sounds, temperature) and non-physical i.e. mental or even psychological, such as emotional barriers, prejudice, personality, cultural etc. These barriers can appear in all steps of the communication process.
- The message can be verbal i.e. using words, language - orally or in writing. Here we have to be careful with the choice of words because there may be linguistic barriers. When the actual meaning of the words is not known (denotation) or the secondary, metaphorical meaning (connotation) is not previously agreed upon between sender and receiver.
- So, when the sender formulates his message, he must consider very much who the receiver is. What is his experience, age, education, culture etc. In other words, he must consider the receiver's ability to perceive the message. Perception depends on experience.
- The Sender must also consider the expectations of the receiver. That is, what are the receiver's values, beliefs, aspirations? Men perceive as a rule what they

expect to perceive. The unexpected may be resented or even not received at all. It is ignored. The human mind resists impressions that do not fit into a frame of expectations. We must be prepared and know what the recipient expects to see or hear.

- Again, because we understand better if we have shared experiences, the sender should also try to create involvement with the receiver. Participation and sharing between sender and receiver will help the sender understand better the needs and desires of the receiver and have a common meaning on the words they use.
- Spoken words come within a context. While we are speaking we also send a message with our body, body language, facial expressions, eye contact, tone of voice, gestures, etc. So the message is also non-verbal. Nonverbal communication is very important. It is meant to reinforce and support and give emphasis to the verbal message.
- Research has shown that, out of the whole message, what is received verbally is 10%. What is received nonverbally is 90% of the total (out of this, 30% is tone of voice and 60% body language). If verbal and nonverbal message are not complementary, but are in conflict, i.e. I say one thing with words, and I show something different with my body language, the receiver will be confused and will believe the body language.
- The receiver now gets the message and will understand it on the basis of his background experiences. He too must make a mental effort to listen actively not passively. "Catching is as important as throwing".
- The process we have described up to now, takes place at the conscious level. We consciously try to formulate a message & consciously listen & interpret it
- Body language, nonverbal communication, cannot be controlled consciously. A blushing of the face, an expression of surprise or fear in the eyes, a gesture or movement may come impulsively, spontaneously. This communication takes place at the subconscious level. To be effective in communicating we should have above all other qualities, one and only. To speak the truth. To have integrity. This means unity and harmony in thoughts, words, and deeds. We must cultivate the 3H, Head, Heart, Hands.
- What we think and speak should be in harmony with our feelings and our actions. This requires Intrapersonal Communication first. Then our verbal and nonverbal messages are one and the same. That unity inside will bring us Peace. Then pure Love will flow from our face before we even speak. This unconditional love for the receiver, for the surroundings and everything else, will help raise our consciousness to the level of the Higher Self. When the sender is at that high level, the receiver can also sense it and tune into it. His 3Hs harmony is also created inside him. Unity inside means Peace and Inner Silence. Listening takes place without inner mental competition.
- At this point, they (sender and receiver) are both transformed and can communicate empathetically at the superconscious level, "from Heart to

Heart” as Swami says, where there are no more barriers of different backgrounds; no more “I” and “you”, but only One; unconditional Love, Oneness. The sender and receiver merge with the Higher Self, with God and all become ONE.

SLIDE 13 – Quote: There is a language of the heart...

- *(Read quote)*

SLIDE 14 – Title: Communication within the SSIO

- Now we shall take a closer look at communication within the SSIO.

SLIDE 15 – Efficient & Effective Communication within the SSIO

- *(Read through slide)*

SLIDE 16 – Communication Flow: SSIO Organisation Chart

- As we saw already in Module 3 when looking at the international structure of the SSIO, as office bearers we must give utmost importance to disseminating information about SSIO programmes and communicate decisions, recommendations and guidelines of the Prasanthi Council and all the International Committees to all levels, making sure this information reaches every single member and devotee in our respective local Centres & Groups. This is why, the communication flow ought to be followed to ensure this.

SLIDE 17 – Efficient & Effective Communication within the SSIO

- *(Read through slide)*

SLIDE 18 – Useful Reminders & Tips

- *(Read through slide)*

SLIDE 19 – Effective Communication at the Centre & Group Level

- *(Read through slide).*
- These points may serve as a checklist.

SLIDE 20 – Loving Communication within the SSIO

- *(Read through slide)*

SLIDE 21 – Useful Tips when Communicating with Others

- *(Read through slide)*

SLIDE 22 – Quote: You must work joyfully...

- *(Read quote)*

SLIDE 23 – How to Lead a Meeting

- *(Read slide)*

SLIDE 24 – Question for Self-reflection...

- Coming to an end of this module, I would like to invite you to participate by using the chat box and answering the following question: *(read question)*. Please remember to share your contributions to everyone and not just to the presenter, thank you.
- *(Read participants contributions)*.

SLIDE 25 – Title: Understanding that Your Life is My Message

- I would like to finalise with this beautiful quote which I am sure we all know pretty much know by heart and it says...
- *(Read quote)*
- Therefore, indeed, Swami Himself provides us with the answer on how to communicate lovingly and effectively both within ourselves and with others...
- *(Read final text on bottom box on the slide)*

Om Sai Ram