

TEN COMMUNICATION MESSAGES

1

What you are thinking

2

What you mean to say

3

What you actually say

4

What the other person hears

5

What the other person thinks he hears

6

What the other person thinks about what you say

7

What the other person thinks he says about what you said

8

What the other person actually says about what you said

9

What you think the other person said about what you said

10

What you think the other person meant by what you think he said about what you think you said