

*Inspirational Emails***Communicate Clearly**

If you assume anything, assume that people think completely differently than you do (which is certainly much closer to the truth) and therefore will interpret whatever you say from their mindset, and not from yours.



There is an old maxim in the Military, that any communication that can possibly be misinterpreted will be misinterpreted. After thirty years in leadership positions, I can guarantee that this is a universal law!

I have seen time and time again, memos, letters, and instructions that seem clear to the writer, can easily be interpreted in a different way by the reader. You can count on it. What will happen is that any "gray area", any uncertainty and any "opening" will totally defeat the purpose of your communication.

How to guard against this situation? Be diligent! Re-read your communication several times, ask yourself, *"is there any possible way that somebody could interpret a word or sentence differently?"*

Part of this process demands paying attention to the way other people think. **If you make the mistake of assuming that other people hear, think, or integrate like you do, you should simply stop communicating and save everyone a lot of problems and frustration (mostly yourself).**

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A final word of advice: If you can't understand how anyone could misinterpret your work; just ask yourself, "what points of my communication will lend them to possible misinterpretation?" Then fix it.

by C.V. Doner

