

SENDER VS. RECEIVER

When communicating, we can easily become confused regarding the proper action to take unless we are cognizant of our position in the cycle. This type of confusion yields improper responses and adds stress to the cycle which further compounds feelings of frustration, neglect and hurt. Regardless of the position you occupy, one's focus is misplaced if it is not placed on the **message**.

Sender- The person initiating the discussion of the concern. The individual making an attempt to clarify the received verbal or nonverbal stimuli. When the concern is raised, the person responsible for the catalyst generating the concern may be unaware of the stirred emotions. This lack of awareness or concern negates this person's claim to being the sender.

- Is responsible for and focuses on sending a **clear concise message** to bring awareness to the concern.
- Should pass on information, clarify a verbal or nonverbal message, or express emotion.
- Conveys the message without anger or launching an attack.
- Uses feeling words to address the emotion.
- Clarifies feedback related to a delivered message if it is returned inaccurate.

Receiver- The person receiving information, **listening** to the concern or expressed emotion.

- Primary focus is to listen carefully for the concern verbalized (the message).
- Respond with words which address the concern or feeling (message) verbalized by the sender.
- Avoid sending any feedback that is not pertaining to the message heard.
- Does not offer a defense. Defending against offered information, clarification of a message, or an expressed emotion is suggestive of another problem.
- If the sender is operating from a point of misperception, the receiver addresses the feeling heard **first** in order to provide validation then clarifies the misperception.
- Does not respond in anger or contempt.

