

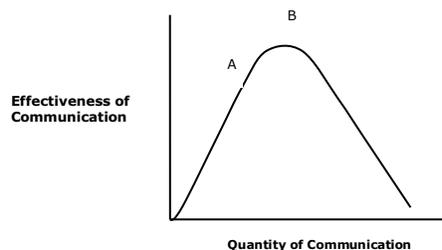
Concise Language

*I've been able to find many compelling examples from all over the world and from many disciplines that prove how a mindful approach to doing less, thinking more, and subtracting rather than adding, can lead to outcomes far outweighing what might be achieved using conventional approaches. In other words, when it comes to creative, innovative, resourceful ideas that truly break through, **I believe that what isn't there can trump what is.** Matthew May - *In Pursuit of Elegance**

The skill of Concise Language is the ability to select and use the right words to achieve authentic and clear communication, giving the other party the respect of being direct, nonjudgmental and honest. Concise language is particularly critical when the situation may be tense (eg dealing with tension of conflict).

Concise Communication – How much is enough?

The effectiveness of communication is affected by the quantity... too little and they won't get the message, too much and they will lose the meaning. How much is the right amount?



Expert communicators form their responses to conclude in the space between A and B, where the listener is engaged and interested.

Beyond B, the listener's interest wanes, and the message is lost in the excess of words. The communication then is no longer for the benefit of the listener but for the speaker – to justify, to calm nerves, to reinforce a point.

To monitor the quantity of your communication, develop the habit of:

- Pausing before responding
- Asking yourself... 'What do they really need to hear?'
- Dealing with only one topic in the response (don't ramble)
- Concluding with a question... 'What else would you like to discuss about that?'

Concise Communication Funnel

Excessive use of words generally occurs when the speaker is nervous, feels the need to prove a point or justify self. This can become a habit.

Use the concise language funnel to trim communication to that which is clear and effective. Acquiring the skill of conciseness involves increasing your vocabulary to use the precise words that say the most to make the point.

