

You Think You've Got Communication Problems Where You Work? Read This.

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By Susan Dunn

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Dunn, M.A., The EQ Coach

Here are some maintenance log entries from a major airline - or so the email says, showing the problems reported by pilots (P) and solutions recorded by mechanics (S).

It's probably true. You couldn't make these things up.

P: Left inside main try almost needs replacement.

S: Almost replaced left inside main try.

P: Test flight OK, except autoland very rough.

S: Autoland not installed on this aircraft.

P: No. 2 propeller seeping prop fluid.

S: No 2 propeller seepage normal. Nos. 1, 3 & 4 propellers lack normal seepage.

P: Something loose in cockpit.

S: Something tightened in cockpit.

P: Dead bugs on windshield.

S: live bugs on backorder.

P: Autopilot in altitude hold mode produces a 200-fpm descent.

S: Cannot reproduce problem on ground.

P: Evidence of leak on right main landing gear.

S: Evidence removed.

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P: DME volume unbelievably loud.

S: DME volume set to more believable level.

P: Friction locks cause throttle levers to stick.

S: That's what they're there for!

P: OFF inoperative.

S: OFF always inoperative in OFF mode.

P: Suspected crack in windscreen.

S: Suspect you're right.

P: Number 3 engine missing.

S: Engine found on right wing after brief search. [The pilot meant engine `misfiring'.]

P: Aircrafts handles funny.

S: Aircraft warned to straighten up, fly right, and be serious.

P: Radar hums.

S: Reprogrammed radar with words.

P: Mouse in cockpit.

S: Cat installed.

Communication is hard in the work world, and in our private lives. Someone said "Whatever you say, assume it's been misunderstood," and it's probably a good idea.

In this case, we can see the misunderstandings, the humor and also the exasperation. Can you imagine the pilot assuming there was "autoload" on his or her airplane? There's just no telling about other people's assumptions. I'm reminded of the attorney I once worked for who flagged me down while sharpening a pencil in an electric pencil sharpener. "How do I get this out of here?" he asked me. Or the time our business went computer and my boss took his zip code for his salary and was furious. Sometimes communication takes a lot of tact!

We always tend to think things are easier somewhere else - that the communications we have between inside sales and outside sales are worse in our place, or the communication between lawyer and paralegal, or between partner and partner, or that surely pilots and mechanics can communicate—there's "only" an airplane between the two of them.

As I say in my ebook, "Communication," good communication takes a lot of work - expressing yourself clearly, listening up, and repeating back for clarification to make sure you've understood and been understood. It's particularly hard in writing where there's no feedback (as we see here), and no non-verbals to read.

It also requires excellent emotional intelligence skills - creativity, flexibility, intuition, and empathy.

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67% of the qualities that contribute to success are emotional intelligence competencies. Work on your communication! It will pay off in both your private and your professional life.

(c) Susan Dunn, The EQ Coach, offers positive psychology coaching and Internet courses on emotional intelligence, optimism and strengths. Visit her on the web at www.susandunn.cc and <mailto:sdunn@susandunn.cc> for FREE inspirational ezine, FREE Strengths course.

The Basics Of Marriage Counseling

By Stephen Kreutzer

Almost half of all marriages end in divorce. That is why there is an increase in couples seeking marriage counseling. Nobody wants to think that the marriage they are in will end. Marriage counseling offers a way for couples to work through problems with an outside influence. Marriage counseling can help couples to rebuild a marriage that was on the way to divorce.

Marriage counseling is a type of therapy that helps married couples resolve problems they may be having in their marriage. Most often counseling is conducted with both partners present. However, sometimes there will be individual sessions depending on the couple's needs. The basis for marriage counseling is research that has shown problems in a marriage are best solved through communication and working together. Marriage counseling usually lasts a short period of time, until the problems are resolved and the marriage is back on track and the couple can handle problems on their own. In a session the counselor will ask questions, listen and analyze problems. The counseling usually starts with an analysis of the marriage and its problems. Then the problems are worked through to an amicable conclusion.

Marriage counselors are trained in psychotherapy. They also have an understanding about families, how to understand client's needs and problems. They also have training that allows them to help clients work through the problems to reach conclusions. All of this training lets them be able to identify underlying problems. A good marriage counselor will not make a client feel guilty or blame. They will teach clients to work through problems and get over bad feelings.

Marriage counseling can help couples open the lines of communication. Communication has been shown to be the key to a healthy and happy relationship. Couples with problems seek marriage counseling to get a better understanding of what has gone wrong in their marriage, so they can once again have a strong marriage.

Stephen Kreutzer is a freelance publisher based in Cupertino, California. He publishes articles and reports in various ezines and provides information on marriage counseling at [CyberTopics!](http://CyberTopics.com)

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