

E2 Communication = Effective and Efficient Communication

By compassion we make others' misery our own, and so, by relieving them, we relieve ourselves also.
– Thomas Browne

Effective and Efficient Communication (E2 Communication) involves having focused communication that ignores the internal pulls to argue or draw on past issues and instead defines each conversation with clear objectives and goals.

Effective communication stays on the point, states clear observations, veers away from evaluative statements that usually cause an argument to erupt, and uses dialog to have needs met and requests heard.

Efficient communication uses time and energy wisely. During efficient dialogs small comments that stir emotions and distract from the goal of the conversation are ignored and keywords or requests are repeated for clarity and re-focus.

Any attempts to create an argument are a waste of time and energy. Arguing usually takes more time and creates more damage/baggage to drag around. Here are a few guidelines to protect the dialog and prevent ineffective and inefficient communication:

1. Avoid charged conversations by repeating the necessity of the conversation, its topical focus, and stay polite with a low voice.
2. Do not argue back! It is difficult to argue with someone isn't returning the fire.