

Which type of miscommunication is your arch-nemesis?

Read each description of miscommunication and determine how often it occurs in your personal experience by assigning a score of 1-5, as described below. Place each answer in the box provided.

1 = very often – daily or nearly every day
2 = quite often – one or more times per week
3 = occasionally – less than once a week
4 = seldom or infrequent
5 = rarely or never occurs

1. I push “send” on a text or email, and then notice one or more typos or misspelled words.
2. I find errors in the messages I send or receive, such as improper word choice or grammar, switching negative and positive, inaccurate figures or statistics, and more.
3. I struggle with correctly pronouncing many words.
4. I am challenged to catch all of the changes autocorrect makes in my emails or text messages, which end up changing the meaning of my messages.
5. The messages I send or receive, whether spoken or written, are clear to me but I find out they were understood differently by the person(s) I am communicating with.
6. I have trouble accurately expressing or perceiving emotions and feelings in the messages I send or receive, especially without the benefit of voice tone and facial expressions.
7. I find myself (or if not me, others I communicate with), falling for headlines or articles that have an element of truth but turn out to be false or exaggerated.
8. I say or write messages that end up being received incorrectly due to being incomplete or potentially misleading, assuming the receiver will “get” what my message implies.
9. I find myself (or if not me, others I communicate with), hesitant to ask for more details or explanation, resulting in inadequate information.
10. I have difficulty putting complex information into layman’s terms and often use trendy words, professional jargon, or popular catch phrases.
11. I am frustrated when messages are not acknowledged or answered. Or, others complain that I do not answer their messages.

Scoring:

My total score is: _____



- A total score greater than 50 indicates you are a communication wizard – you rarely encounter miscommunication!
- A total score between 25 and 50 indicates that you are a proficient communicator in many areas and struggle in others. Focus on those areas needing improvement to build your communication skills.
- A total score less than 25 suggests the need for some serious communication corrections.






Identify your “arch-nemesis” and tackle each miscommunication challenge:





Match the descriptions from the quiz on page 1 that you scored 1 or 2 (or whatever your lowest score was), with the numbers for each miscommunication character pictured below and on pages 3 and 4.

- Identify your biggest challenges by name, because it’s fun to name villains (and hurricanes)!
- See what they are also known as (AKA), and...
- Read the suggested prevention strategies.

The miscommunication descriptions that I scored 1 or 2 were the following #s:

Miscommunication Character:	AKA... Prevention Strategy
 <p>© Nutrition Communicator, LLC</p>	<p>1 = Miss Spelled: “The typo.”</p> <p>Check your messages. Proofread! Every. Single. Message.</p>
 <p>© Nutrition Communicator, LLC</p>	<p>2 = Miss Taken: “The message is wrong, often without the sender or receiver even realizing the error.”</p> <p>Check your messages. Check your facts. Double check them. Have someone else check them. If possible, allow time between crafting a message and delivering it.</p> <p>If you are the recipient and something seems wrong, ask, “Did you mean...?”</p>

	<p>3 = Miss Pronounce: “I really don’t know this word, so I’m going to make it obvious by the way I say it.”</p> <p>Listen to the pronunciation with an online tool. Practice saying difficult words. Write out the pronunciation phonetically. If still too difficult to say, use a synonym, if possible.</p>
	<p>4 = Miss Print: “Autocorrect.”</p> <p>Never press send without rereading every message. Twice.</p>
	<p>5 = Miss Understanding: “What you said and what I thought you said are NOT the same.”</p> <p>Make sure you and your communication partner/audience give the same meaning to the words used. Check for understanding. Ask questions. Clarify when needed.</p>
	<p>6 = Miss Perception: “Did I hear or read that correctly?”</p> <p>Communicate face-to-face when possible. Describe feelings. Use descriptive language that clearly conveys emotion. Affirm the feelings expressed.</p>
	<p>7 = Miss Conception: “Contagious falsehoods... because they are so common.”</p> <p>Speak truth. Share evidence. Back up what is communicated. Rather than accept statements blindly, check sources and “facts.” Look for biases. If something “sounds too good to be true...” assume it is.</p>

 <p>© Nutrition Communicator, LLC</p>	<p>8 = Miss Information: “Not making sure what you said is what you meant to say.”</p> <p>Think before communicating. Carefully consider word choice. Confirm messages are correctly received and understood. Summarize information or action steps to confirm agreement in understanding.</p>
 <p>© Nutrition Communicator, LLC</p>	<p>9 = Miss Interpretation: “Not getting enough information to know what is meant.”</p> <p>Provide enough details and context for messages to be clearly and correctly interpreted.</p> <p>When the receiver, ask for clarification and make sure you understand the meaning implied. Remember what “assume” stands for!</p>
 <p>© Nutrition Communicator, LLC</p>	<p>10 = Miss Aligned: “Not speaking the same language, even if it is all English.”</p> <p>Avoid jargon and “insider” language. Use terms and phrases the audience understands. Avoid using popular catch phrases and sayings that may be misunderstood. Communicate in plain language.</p>
 <p>© Nutrition Communicator, LLC</p>	<p>11 = Mr. E: “A mystery ... no communication.”</p> <p>When sending messages, ask for a call to action. Follow up. Thank people who respond promptly.</p> <p>When you receive a message, acknowledge or answer it, even if more complete follow-up will happen later.</p> <p>Don't be Mr. E!!</p>

Looking for help to conquer your arch-nemesis?

Barb Mayfield, MS, RDN, FAND, also known as “Miss Communication” – the miscommunication slayer – can lead you with one-on-one coaching, as a speaker for your group, or with books and other resources. Check out what is available on www.nutritioncommunicator.com.