

# What's getting through? Communication Filters and Collaboration

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**DIA**  
**2012**  
Collaborate  
to Innovate



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# Objectives

Define communication filters

Identify the impact of communication filters on communication and collaboration

Describe strategies for addressing barriers to good communication and collaboration



# What is a filter and what does it do?

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Blocks  
things



Keeps things  
from getting  
through



Creates  
barriers



# Communication Filters

## Emotional State

- Self-protection
- Stress

## Environment

- Distractions
- Company Culture

## Filters

## Experience

- Beliefs and Expectations
- Prior Outcomes

## Relationships

- History
- Differences in Style



# What are your impressions?



- Mark Zuckerberg
- Founded Facebook
- Net worth estimated at \$14 billion

What filters might have impacted your first impressions?

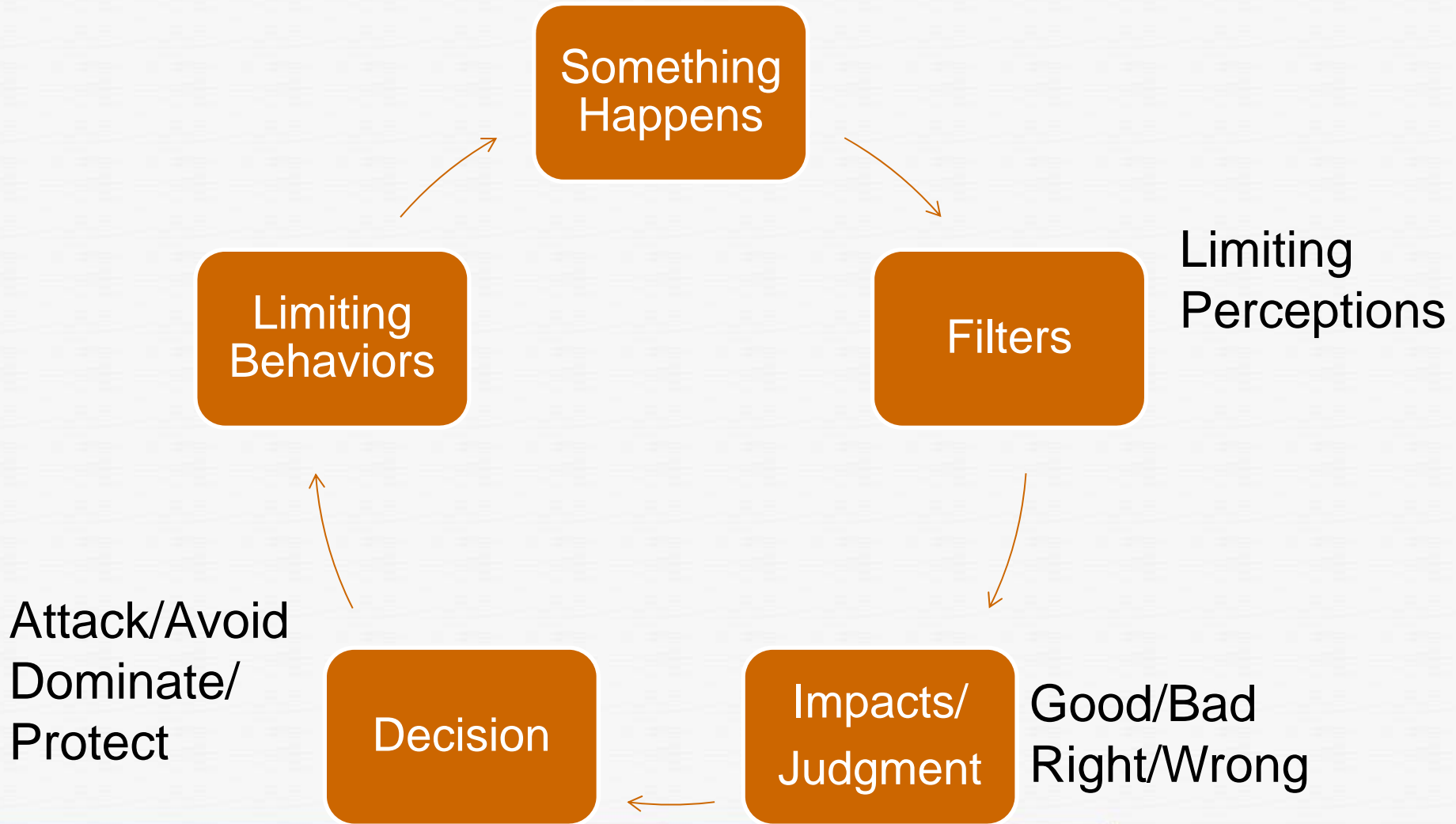


# Communication Filter Example

- What are 3 words you would use to describe yourself?
  - Independent
  - Successful Leader
  - Assertive
- How might others respond to people that are...
  - Independent, assertive leaders?
- Others might be...
  - Intimidated
  - Stressed
  - Afraid to disagree



# Limiting Loops



# Impact of Filters & Limiting Loops

- You are one of six Directors in your department (Mr. Jones)
- One of your peers is always trying to change things and point out problems
- This peer doesn't like you and you're pretty sure wants you fired
- You receive the following e-mail



# Impact of Filters & Limiting Loops

Dear Mr. Jones

I received a complaint from a Sponsor today about the late delivery of a statistical analysis plan from a statistician on your team. I would like to meet to discuss our response. We need to address the workload of the statistician and discuss their performance.

What is your impression of this e-mail?



# Limiting Loops

Something Happens

Receive an e-mail

Talk to others about exchange; avoid peer

Limiting Behaviors

Peer doesn't like me  
Peer wants me fired

Filters



Peer is accusing me of not managing well

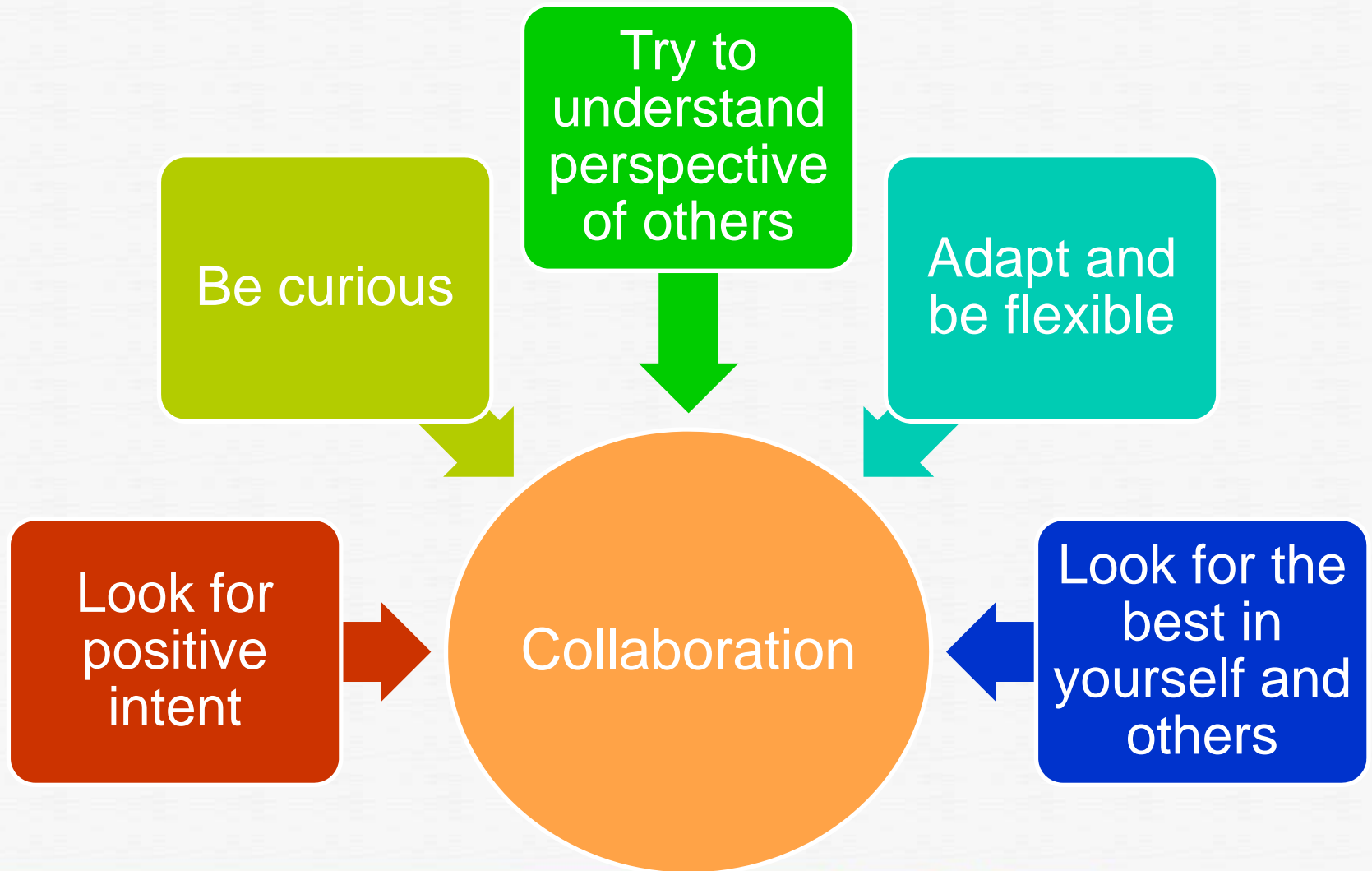
Impacts/  
Judgment

Decision

Reply e-mail with explanation



# Create Empowering Loops



# Managing Communication Filters

Recognize existing filters (yours and theirs)

Consider how your filters are impacting how you give communication

Think about how filters impact how you receive communication

Practice communication with alternate filters



# Communication Filters

## Application

- Think of someone you work with that is challenging to communicate with
- How would you describe them?
- How does your view of that person cause you to respond to them? Communicate with them?
- How would changing your perception change your ability to collaborate?



# Thank you!

