

# Supercommunicators

**How to Unlock the secret language of  
communication**

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**For many of us conversations sometimes seem bewildering, stressful and even terrifying.**

# **The three conversations**

**What's this really about?**

**How do we feel?**

**Who are we?**

**Conversation is the communal air we breathe. Meaningful conversations when they don't go well can feel awful.**

**Why people click with some and not others is one of the greatest mysteries of science.**

**In good groups , people constantly adjust their communication in order to match their companions.**

# The three conversations

What's this really about? – The decision making mindset

How do we feel?- The emotional mindset

Who are we?- The social mindset



**Miscommunication occurs when people are having different types of conversations. If you are speaking emotionally while I am speaking rationally we are in essence creating different cognitive languages.**

**Communication comes from connection  
and alignment**

**Supercommunicators ask more questions about others feelings and backgrounds.**

**The most effective communicators pause before they start. They ask – why am I opening my mouth?**

**Do you want to be helped, hugged, heard?**

**In a learning conversation, our goal is to understand what's going on in the other persons head and to share what's going on in our own.**

**The best negotiators do not battle on who got more, they are interested in growing the pie.**

**Negotiation isn't a battle, its an act of creativity.**



**The challenge is not to eliminate conflict ,  
but to transform it.**

**There is a cost to changing one's mind, but there is also a benefit to it. The esteem and self respect that come with doing the right thing**

**Hearing people express their emotions is important because they are describing what happened plus also why they made certain choices.**

Shallow question	Deep question
Where do you live?	What do you like about your neighborhood?
Where do you work?	What was your favorite job?
Are you married?	Tell me about your family
Do you have any hobbies?	If you could learn anything, what would it be?

**It is easier to judge a man by his questions rather than by his answers.**

**Laughter is one way of proving we hear how someone feels.**

**Mutual playfulness in a group feeling and positive emotional one mark the social settings of a good group.**

**We are living in a world of profound polarization.**



**Emotional intelligence comes by showing someone we have heard their emotions**

**In a conflict, we draw out emotions by proving we are listening.**

**The difference between happy and unhappy couples is that happy couples control their reactions and feelings to the other better.**

# **4 things that make online conversations better:**

**overemphasize politeness**

**underemphasize sarcasm**

**express more gratitude**

**avoid criticism in public forums**

**In Netflix, when someone is let go, then the whole organization gets a mail saying ‘ why was Jim let go’”**

**Teams in Netflix have feedback dinners where the good is taken with the top 6 things they didn't agree with.**

**Companies like societies will always have disagreements. Compromise is not always possible or even the goal.**

	<b>Mood positive</b>	<b>Mood Negative</b>
Energy High	Upbeat, enthusiastic, joyful and excited	Angry, indignant,insulted and outraged
Energy Low	Blissful, content, grateful and satisfied	Frustrated , annoyed, grumpy and discouraged