

2024

TLI's 6 Step Communication Mastery Process



Tony Roberts

The Team-builder Leadership Institute
(TLI)

8/29/2024

Communicate Like a Master!

6 Step Communication Mastery Process

“Framen” The Conversation

Most people do not realize that their quality of communication with others depends a great deal on the culture and beliefs of the individuals involved.

Some cultures communicate more aggressively or passively than others and believe certain words and behaviors are inappropriate.

Keep in mind that “culture” in this instance is as unique as a family’s culture being different from their neighbors. Your culture is created by where you were born, when you were born, and the environment you grew up in.

These factors are why interpersonal communication is often tricky.

Fortunately, by using the “Framen” process, you avoid the bulk of misunderstandings when communicating with others. This process bridges most cultural differences enhancing and capitalizing on the commonalities in communications styles. This is a six-step process that simplifies and streamlines communication with others, providing the path to clear and concise communication.

Let us break it down and take an in-depth look at the “FRAMEN” 6 step process:

Six Steps:

1. **F** = Fact Based – This means you focus on known, evident, and tangible conditions, circumstances, and events. Often people include guesswork and opinion in their communication which tends to destroy their credibility.
2. **R** = Results Oriented – Often we get caught up in who did or did not do what, alluding to whose fault it is or who is responsible for where we are. Being “Results oriented” is focusing the interaction firmly on the desired or needed results or outcome. Your intention must be co-creation of a positive solution, never blame.
3. **A** = Assertive – This is delivering your communication neither passive nor aggressive. Straight forward with emotional ease and genuine positive intent. Do not convolute or embellish, be informative not dramatic.
4. **M** = Mission Focused – Often, especially at work, our communication is about a needed result as a part of a larger mission. Whether the mission is good grades for the semester or a successful satellite launch, it is through “Mission Focus” that your best results are achieved.
5. **E** = Engaging Language – “Engaging Language” is “US” focused and non-accusatory. No “You did, you are, you did not, you should, you must, you cannot, etc. “Engaging Language” is benefit focused, appreciation focused, and togetherness focused.
6. **N** = No Negative Emotion – We all know that we can say the words, “I love you” in a way that the words mean nothing. Interpersonal communication must come from a place of positive intention and emotional ease to be received as positive and genuine. We must always find the positive feelings before engaging others, “No Negative Emotions”!

By using this proven six step process to streamline and enhance your communications, you will eliminate misunderstanding, ill will, and hurt feelings. Your communication will be clear, friendly, concise, positive, and well received.

TLI has an interpersonal communication mastery course, the “Communication Success Program” or (CSP). This course provides insight into the different human cultures (8) and communication styles (4). It provides a wordsmithing component explaining the words that create traps and the words that promote ease and understanding. <https://theteambuilderadrc.com/communication-can-be-a-killer/>

Bring ease and understanding into your life experience. Let TLI bring you mastery when communicating with others creating the positive results and rewards you deserve!



<https://theteambuilderadrc.com/communication-can-be-a-killer/>