



Exercise: Matching Intent and Behaviour

Communication and interaction in the workplace is complex and demanding, and it requires considerable energy to maintain a standard that reflects our goals. It can happen that in our minds we have the best intentions, but our behaviour is not quite able to keep up. Managers often find they disagree with the way they are described by workers. This may be because there is a discrepancy between their **internal intent** and **external behaviour**. In other words, their thoughts and actions don't match.

When you're described in ways with which you disagree, make a plan for changing your external behaviour to better reflect your true intent. For each of the areas you disagree with, complete the following sentence:

When I come across as _____, I am actually intending to communicate

_____.

I will be mindful of my external behaviour by specifically doing the following:

_____.