

## Communication Process for the People on a **sjbes'** Retreat or Project

One-on-one and group communication (outside of prayer, Community Gatherings and social activities) will be based upon the following procedure:

Formal introductions are made at Community Gatherings. This process is not to be used until formal introductions have been made.

Start opening salutation by using a common or proper name of the person/group that you are addressing, wait for an acknowledgement from the person being addressed (wait for their eye contact and/or their verbal acknowledgement), state the message/direction/comment with eye contact, then wait for the person/group receiving the message to respond with an affirmation or question(s) of clarification, then restate the message and wait for a response of acceptance/agreement, give a closing statement then wait for the other person to sign off with a closing response.

This format is to be used when working or playing. If you do not have a message, then respect the silence. During **Community** Gatherings and designated social activities, a free dialogue/association of conversation is permissible.

Gaining someone's attention is difficult...the world is so distracting from the inside as well as from the outside. Addressing a person by their proper name is the best insurance of getting someone's attention, but it has to happen at the appropriate time. Take the time to learn a person's name before trying to get his/her attention.

See the example on page 2.

**Do not take people for granted that they will know or understand what you are saying. Be patient, and persevere in communicating your message. Open your hearts and listen.**

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## An Example of sjbes' Communication Process

### **Make Connection** (Gaining the Attention of A Person)

"Hello Jim", says Mary  
"Hello Mary", responds Jim

### **Give the Message** (Communicate the Purpose for Gaining One's Attention)

Mary states the message to Jim, she waits for Jim's reply

Jim restates Mary's message in his own words

### **Clarifying the Message** (Make the Message Understood)

Jim asks Mary questions if he needs her to clarify her message.

Mary answers Jim's questions, and then restates her message.  
Mary asks Jim, "Do you understand?"

Jim answers by either nodding his head or by saying the words "Yes or No"

### **Disconnect from Attention**

Mary says, "Goodbye, Jim."  
Jim responds back, "Goodbye, Mary"