

Head and Heart Truth Communication Cheat Sheet

Head Truth	Heart Truth
<ul style="list-style-type: none"> • Right/wrong • Agreement is important • One way • No/little discussion • No concern for the recipient • Pre-determined • Judgmental • Absolute • Deliverer believes they have the answer – not up for discussion • Could be critical (and hurtful) • Could be personal (with malintent) • Telling to make a point • Should may show up • No regard for other person • Truth trumps the person/relationship • The goal is more important than the relationship • Little to no curiosity or connection • The destination is important • OR not AND • Compliance/control • Win/lose 	<ul style="list-style-type: none"> • Concern for the relationship is more important than the outcome • Understanding is important and differences are welcome • Curiosity is present • A collaborative process (information flows both ways) • A journey vs. a destination • Connection is THE goal • Achieving, alignment/connection vs being right • Use of “Yes, and” • Creating and allowing • Trust • Different perspectives are welcome and respect for all of them is present • Shared exploration • Seeing, hearing, and understanding each other • A perspective of wonder, growth, and endless possibilities • The journey is important • Options, choices, and discovery • Room for new ideas, creativity, and freedom of expression • Learn/learn