



Talk Tactics

Smart Chatter. Results that Matter!

Talk Tactics Quick Guide: Understanding Conversations Beneath the Surface

Why This Matters

Communication happens all day, every day. Most breakdowns don't happen because people are unclear, but because they respond to different things in the same conversation.

The 3 Layers of Communication

1. Behavior (What you see)

Words, tone, body language, and messaging style. This is the surface level of communication.

2. Values (What matters)

Respect, honesty, efficiency, harmony, accuracy. These shape how messages are interpreted.

3. Assumptions (What's hidden)

Unspoken beliefs like "they should know this" or "this will turn into conflict." These drive reactions.

Why Conversations Break Down

People react to behavior but miss the values and assumptions underneath, causing tension and confusion.

Quick Self-Check

Do people misunderstand you? Do conversations feel tense? You may be missing the deeper layers.

Try This

Pause and ask: What behavior am I reacting to? What value is behind it? What assumption is driving it?

What Changes

You respond instead of react, reduce misunderstandings, and communicate with clarity and confidence.

Want to Go Deeper?

Explore the Decode Conversations course to apply this in real life.

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