

Clarity of Distance

The Clarity of Distance tool helps improve the quality of our communication. We can use this tool to develop both better listening and coaching skills.

There are four mental frames that seem to get in the way of natural clarity: details, filters, agendas, and hot spots. When we are stuck in one of these frames, we lose our natural clarity. We're too close, and we are no longer an observer.

Lost in the details: Usually just realising we are lost in the detail is enough to help us get back on track. This step is about refocusing and getting clear on what direction we now need to take.

Misled by our filters: Filters are the unconscious mental frames through which we see: the sum of our assumptions, expectations, predictions, and decisions. These filters inform the decisions we make. The way forward is to identify the filter and then choose to listen in a new way.

Having an agenda: We lose our clarity of distance when we have an agenda, since we are being driven by the agenda rather than by what the other person needs. Identifying the agenda is the key to putting it aside.

Hot spots: A hot spot is a charged, emotional issue for us. In this case, you need to take time for the emotions to settle down and come back to the issue later on.

When we utilise the Clarity of Distance tool, it encourages conversational engagement as well as self-directed exchange, which promotes respectful communication and positive relationships.