

Communication
The 4 sides of a message and the 4 ears
(According to Schulz von Thun's model)

Transmitter: "I AM HUNGRY"

<u>Objective information:</u>	Fact (true or untrue; relevant or not)
<u>Self-revelation/ expression:</u>	what do I reveal about my self? "I express my needs to others", "I need you", "He must have had a bad day"
<u>Relationship:</u>	How we are related to each other, what I think of you I can tell you my needs, I trust you, you are the one who is looking after me..
<u>Demand/request:</u>	What I want you to do... Give me food, care for me!

Receiver:

<u>Objective information:</u>	His stomach is empty
<u>Self-revelation:</u>	He depends on me, he is like a baby
<u>Relationship:</u>	I am the person who cares for him, he trusts me with his needs
<u>Demand:</u>	He wants me to bring him food

Explicit message: saying what you want explicitly "bring me a drink"
Implicit message: saying it indirectly "oh I would love to have a drink"

Congruent and incongruent messages:
 Message and non-verbal expression (body gesture and mimic) as well as the tone of the voice go together or they are contradictory

Meta communication:

As an example:

Wife: "You always go out alone"

Husband: "You always complain"

Understanding the mechanism of: because she complains, he goes out and because he goes out she complains more.....

P.S.: please note that this document is only meant as a supportive handout for the participants of the training conducted by us. It does not claim to be a comprehensive introduction to the above mentioned model.