



Nova Scotia Provincial Council

Catholic Women's League of Canada

Communication Communique #3

Inspired by the Spirit, Women Respond to God's Call

To: Diocesan Counterparts (*For distribution to all parish councils*)
From: Nova Scotia Provincial Communication Chairperson, Carol LeBlanc
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Copied: Provincial President, Peggy MacNeil and Executive (for information)
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Communication is a process by which information is exchanged either orally or written.

As we hear so often these days "words matter" Just as important as what we say, is how we say something. Body language, tone of voice, word emphasis, facial expressions etc. all contribute to how our message is received. We must learn to think before we speak and to make sure our message is clear.

At your next meeting, please try the following exercise to demonstrate how word emphasis and body language play a very important role in how a message is received.

Read the following sentence emphasising the word in bold, using different tones, body language and facial expressions.

"**WHO** told you to do that?"

"Who told **YOU** to do that?"

"Who told you to do **THAT**?"

Word emphasis, body language, tone of voice and the stance of the speaker can create uncomfortable situations without meaning to. Remember that words do matter and we must be aware that we have the power to hurt or help by the way we communicate.

As we look forward in 2017 let us all be cognizant of the fact that we belong to a sisterhood. Treat your sister accordingly. Take time to think before you speak, be aware of others feelings and promote a culture of well-being.