

**Communication:**  
**The challenge of saying it right**

Clara Fernández López, External Relations Manager UIA



**UNION OF INTERNATIONAL ASSOCIATIONS**  
UNION DES ASSOCIATIONS INTERNATIONALES

**„This is real!“**

**How we see –  
and how we could see the world**

**This is real:  
our „perception“**



**UNION OF INTERNATIONAL ASSOCIATIONS**  
UNION DES ASSOCIATIONS INTERNATIONALES

# „This is real!“

- we have 5 senses and a discursive intellect
- each sense only has a small scope of perception possibilities, which are combined by our intellect
- from where it deduces further realities (e.g. radio waves)
- we are not able to perceive anything else
- when we assume that we can perceive „the reality“, this is an anthropocentric error



# „This is real!“

- We only perceive as much as we need in order to organize ourselves
- Our brain has a „processing speed“ of c. 1/5 sec
- >>> What we perceive, has already elapsed. . .
- We sit in our „brain-cinema“ – and we do not notice

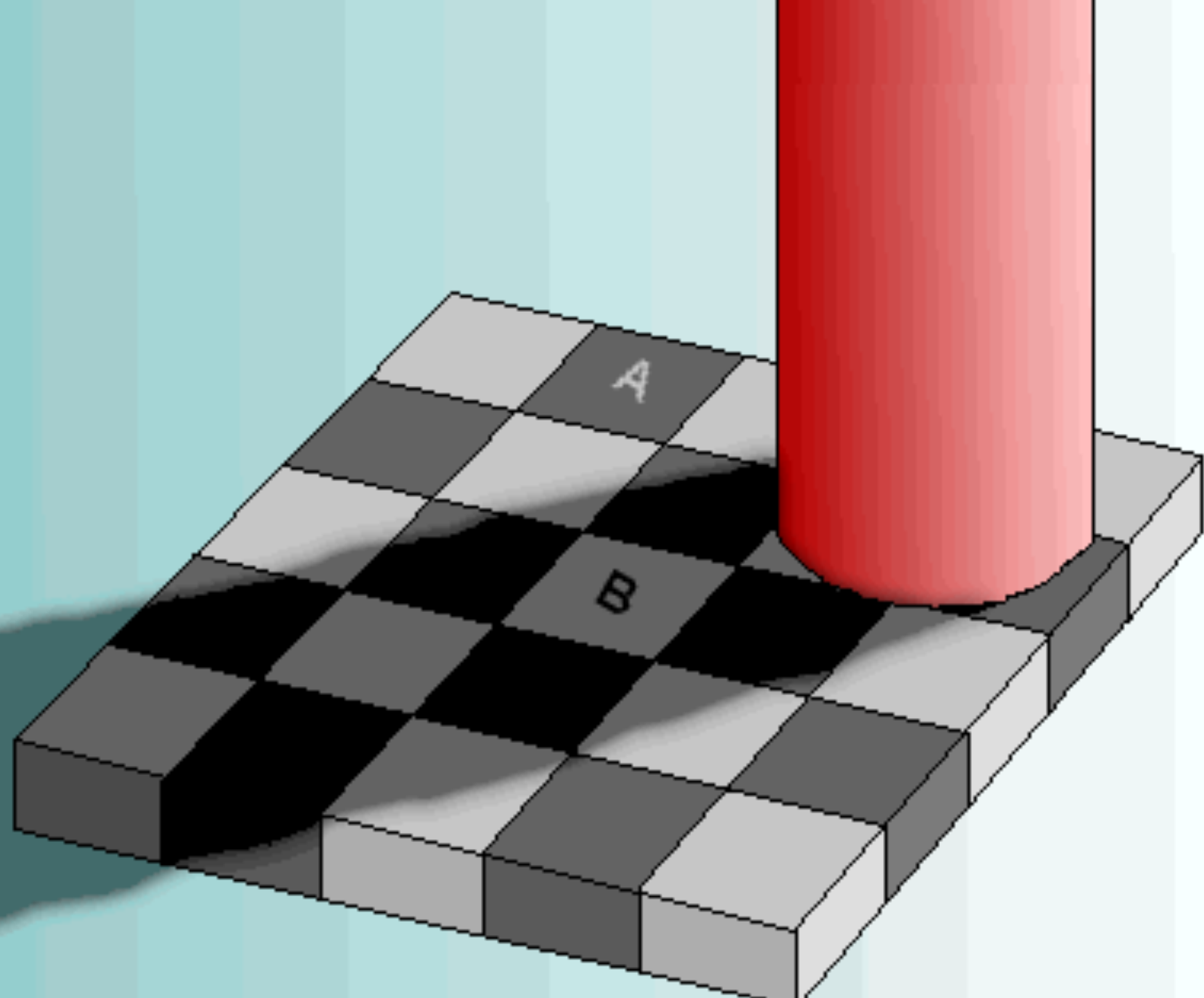


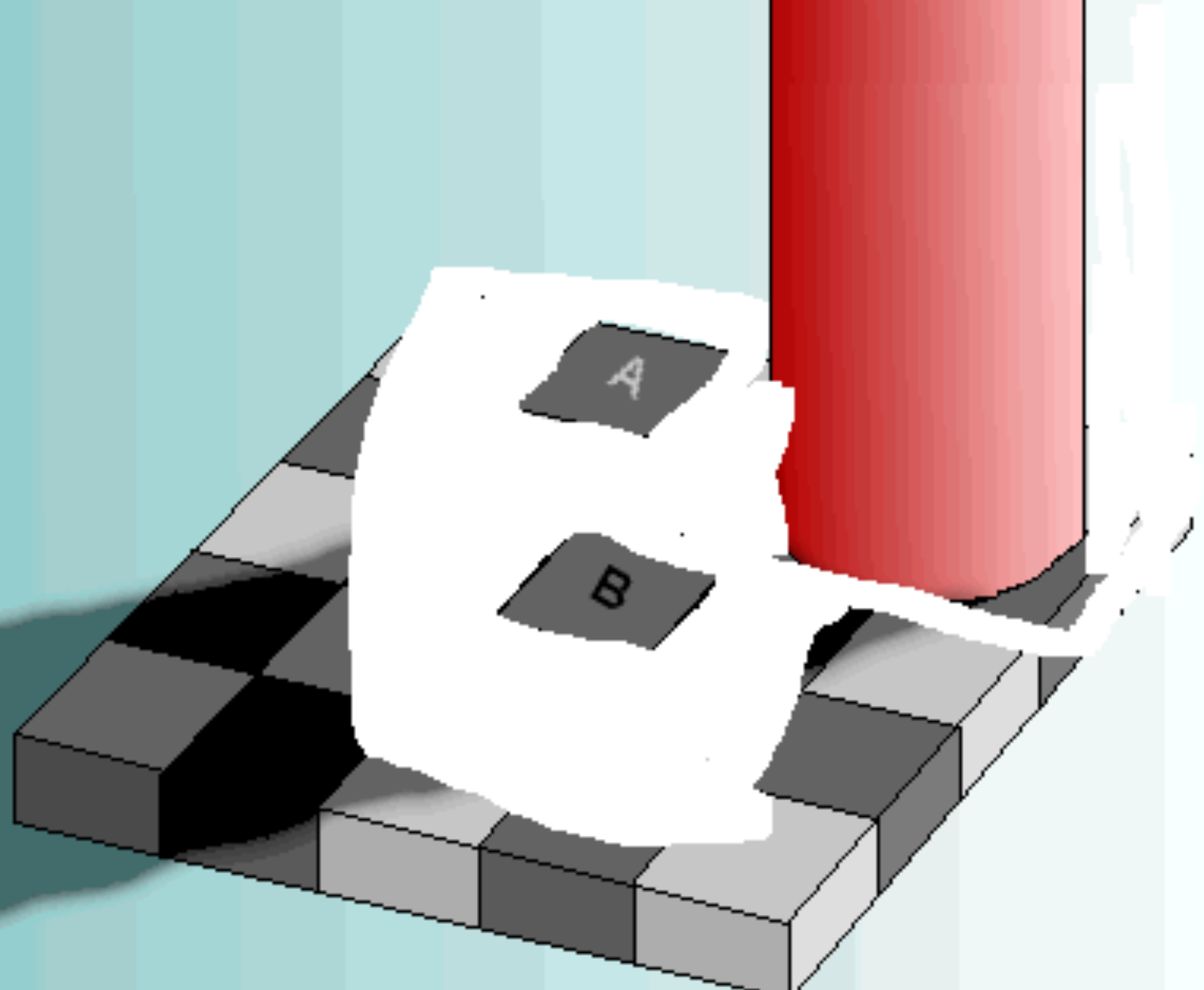
# Make a distinction!

- **People believe, what they see and not, what is!**



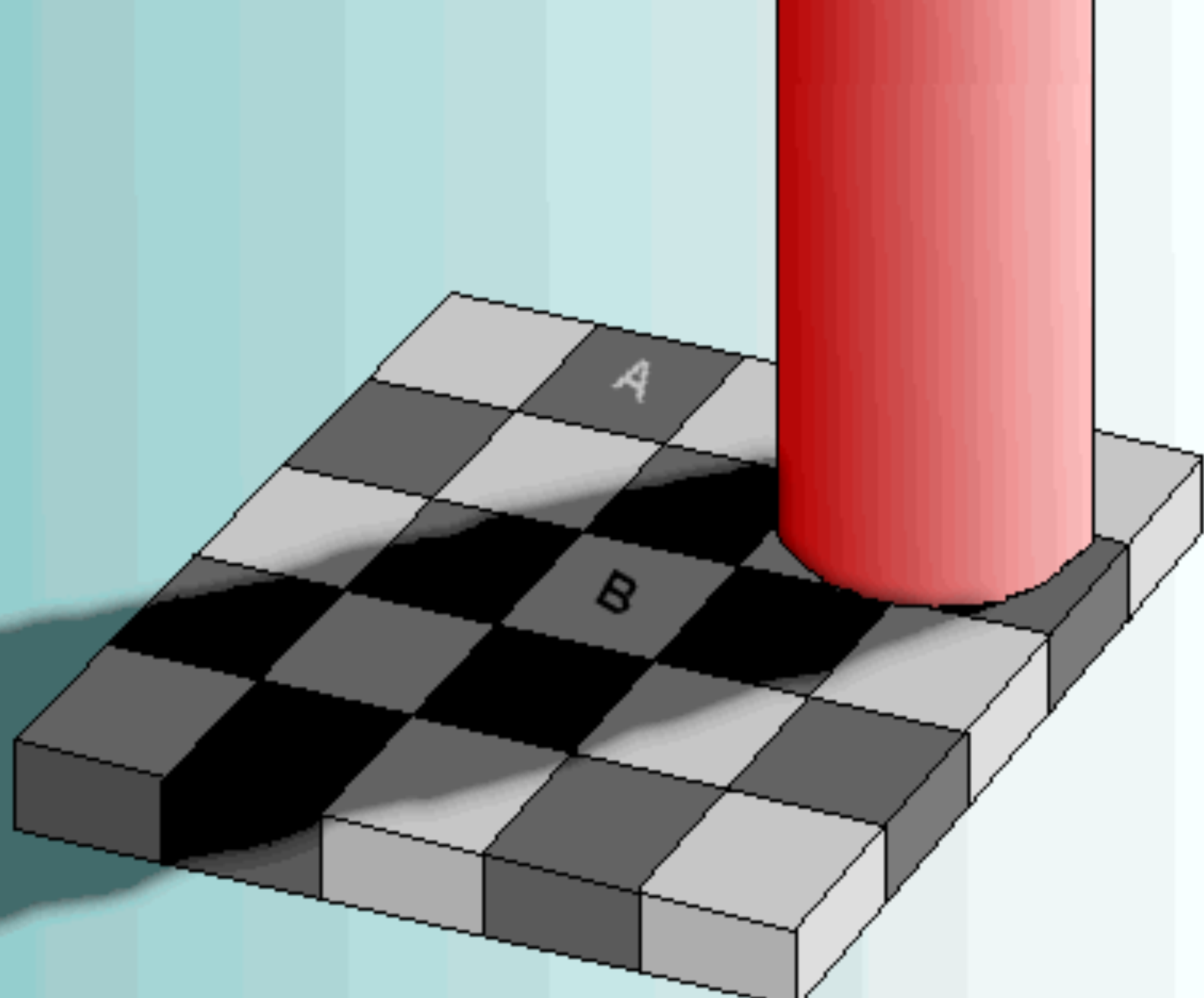
**UNION OF INTERNATIONAL ASSOCIATIONS**  
UNION DES ASSOCIATIONS INTERNATIONALES

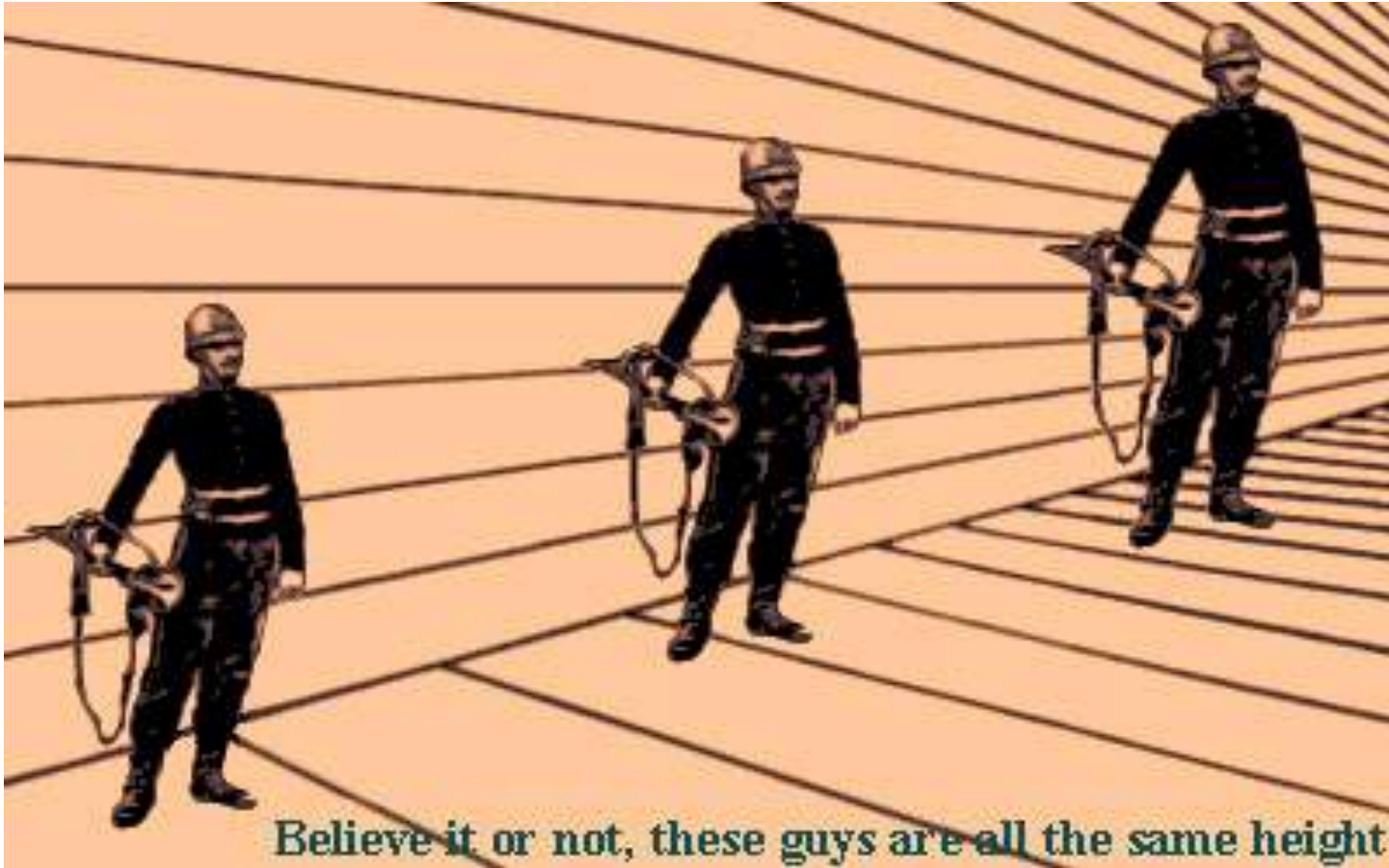






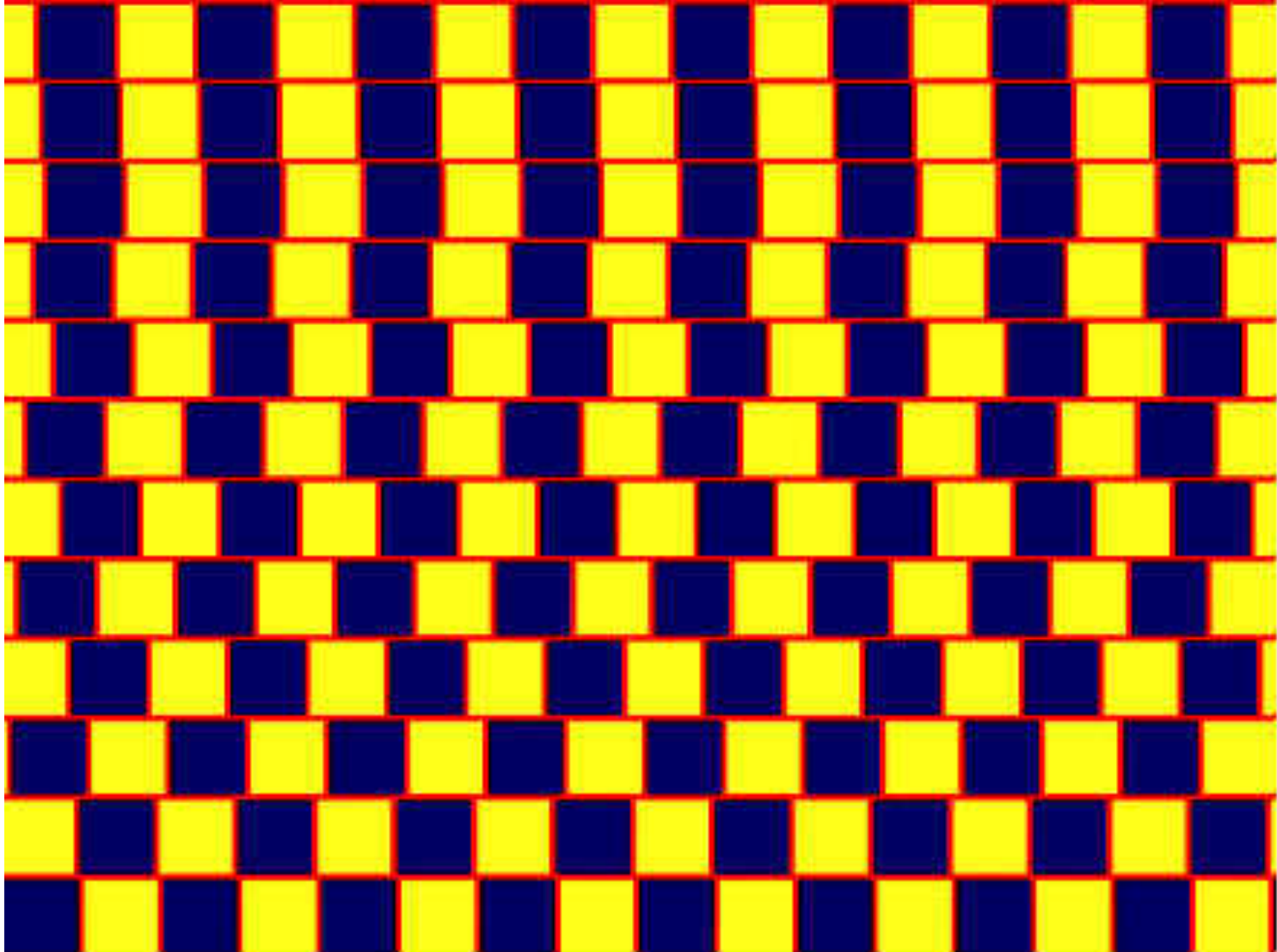






Believe it or not, these guys are all the same height

...the red, horizontal lines – are or aren't they parallel?



# Make a distinction!


- **People believe, what they see and not, what is!**
- all perceiving always means: to distinguish
  - Retina neurons only „fire“ at distinctions
  - We only perceive, by distinguishing (see the „saccades“ of the eyes 3 x per second)
- we compare our perception with forms stored in our mind, we relate and assign
- and this is convenient...







# Make a distinction!

- people believe, what they see and not, what is!
- all perceiving always means: to distinguish
- we compare our perception with forms stored in our mind, we relate and match
- this is convenient: 
- and inconvenient: we already evaluate while perceiving and overlook, that what we are seeing, **could possibly be totally different** from the form stored in our mind (experience)





**UNION OF INTERNATIONAL ASSOCIATIONS**  
UNION DES ASSOCIATIONS INTERNATIONALES



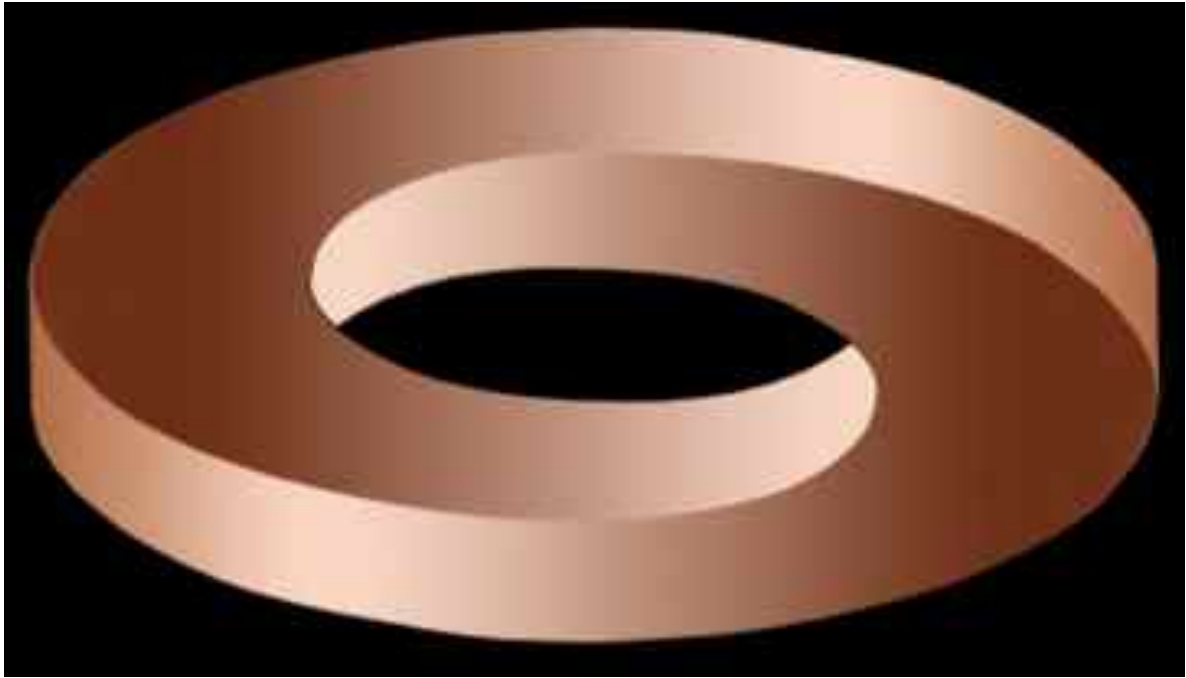
# Realities

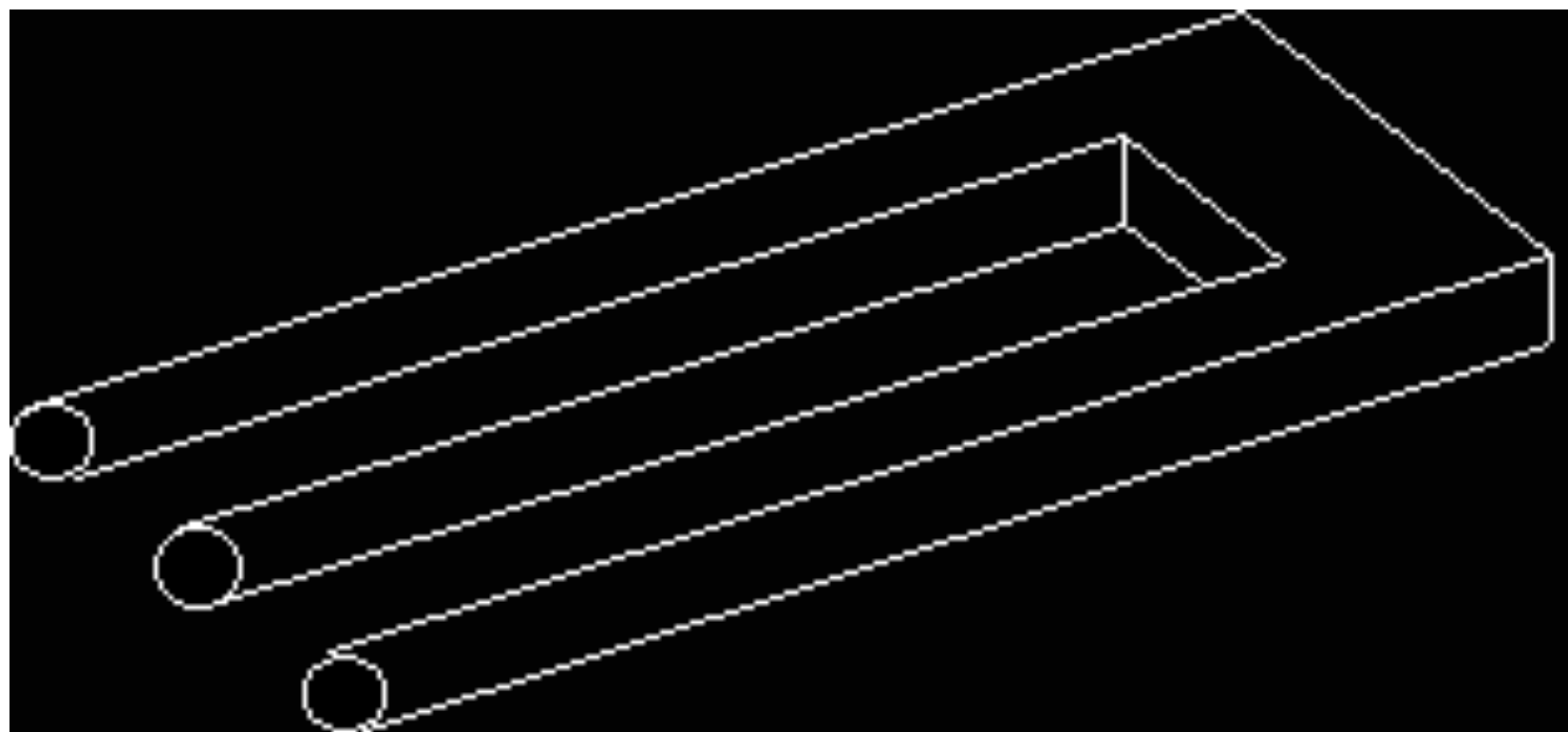
- We feel forced to assign a certain order to what we perceive (to „register“, to assign forms)
- Otherwise our world would seem chaotic, ruleless, unpredictable, – extremely threatening
- Each person has a different and an own way of registering
- The different orders inevitably produce different realities
- As soon as we have assigned an order to what we have perceived, this order becomes self-affirming for us

# Realities

- We search and find the self constructed order
- We unwrap the parcels, which we have wrapped ourselves
- This induces to the assumption, that things are such
- That they are genuine, unambiguous, etc.
- in „reality“ (?) they are the outcome from communication and from a self-created arrangement
- When we find ourselves in a new, unknown situation and are not able to relate it, at first we are helpless (Watzlawick: „confusion“)







# Realities

- This confusion immediately activates a search for order
- If we are not immediately successful, our search derives to border areas and to absurd explanations
- And in this misty confusion, we cling to the first explanation which seems acceptable enough for an order-building
- Confusion sharpens our perception for smallest details (> gives us a special responsiveness towards dangerous situations )



# Then – what is real?

„our world“,  
which  
we identify

reality,  
which we do not  
identify

- because we distinguish and identify, out of the flow of our experiencing we „crystallise“ something perpetual, **our own reality**
- For us only exists, what we have identified and for this, we sustain its identification
- **There are as many „realities“, as there are people**



# Then – what is real?

„our world“,  
which  
we identify

reality,  
which we do not  
identify

- There are as many „realities“, as there are people
- And thus it is perfectly normal, that the other one sees things in a different way!
- An attempt, to show him/her, that he/she sees things wrong, will regularly fail
- First we need to try to understand, how he/she sees things



# Realities

- Conclusion:
- „the belief that one’s own view of reality is the only reality is the most dangerous of all delusions“ (Paul Watzlawick, How real is real?)
- With a messianic charge this delusion becomes hawky
- **„Reality is the invention of a liar“**  
(Heinz von Foerster)
- We need communication, to be able to synchronise our realities





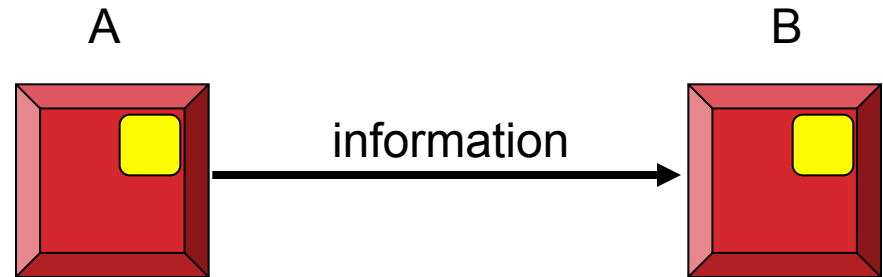
**The question is:  
What is communication?**



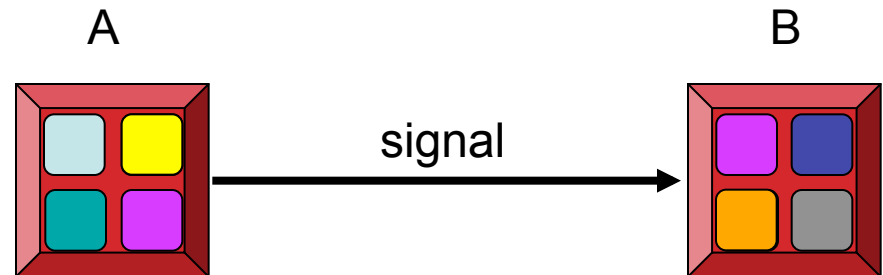
**UNION OF INTERNATIONAL ASSOCIATIONS**  
UNION DES ASSOCIATIONS INTERNATIONALES

# Communication as incident and as creation

- the transmitter-receiver-modell: transmission of an information



- the Shannon modell: transmission of a signal



# Communication as incident and as creation

- The right question is not:  
“Did you understand me?”
- but:  
„What did you understand?”



# Mindful communication

- unbiased
- descriptive
- focussing
- open for other realities: “...and it could be completely different!”
- use all your options of perception
- all your senses are present

# Mindfulness after communication

- Following communication:
- mindful monitoring of
  - reactions
  - responses
  - concerns
  - incidents
- being curious, open and without pressure of having „to be right“ (don't link this to your self-esteem)



# Perceptions of „reality“

- There only is one reality
- There are two (or further) realities, but mine is true, yours is false
- There are two (or further) realities. In compliance with my own, I am able to see yours, even able to put myself into your reality – and thus I can understand
- There are two (or further) different views/perceptions. I can look at yours and mine with bird’s eye view – and understand
- I implement my view, because I have the **power** to do so
- I will **persuade** you
- Acceptance of different views / perceptions. Mutual understanding by change of perspective.  
**Understanding is not identical with agreeing to.** But it is the basis for **consensus**
- Systemic view from the meta-level.  
**Transformation**



# Should a conflict arise...



**UNION OF INTERNATIONAL ASSOCIATIONS**  
UNION DES ASSOCIATIONS INTERNATIONALES

Remember Picasso, the chessboard(?), your parcels...be attentive and mindful



**UNION OF INTERNATIONAL ASSOCIATIONS**  
UNION DES ASSOCIATIONS INTERNATIONALES



# UIA Associations Round Table Asia-Pacific 2015



# THANK YOU!

Clara Fernández López, External Relations Manager UIA



**UNION OF INTERNATIONAL ASSOCIATIONS**  
UNION DES ASSOCIATIONS INTERNATIONALES

## Get together in groups of 4

- Assign to each of you a letter: **A, B, C** or **D**
- **A**: tells a short story (2 min) to B, C and D
- **B**: rephrases A's story – what B has **understood** A was telling (2 min)
- **C**: tells what she/he **thinks** A's feelings/emotions are (2 min)
- **D**: tells what she/he **thinks** A's needs are (2 min)
- **A**: gives her/his **feedback** to B, C and D (2 min)



## Get together in groups of 4

- Assign to each of you a letter: **A, B, C, D**
- **A: tells a short story** (2 min) to B, C and D
- **B: rephrases A's story** – what B has **understood** A was telling (2 min)
- **C: tells what she/he thinks A's feelings/emotions** are (2 min)
- **D: tells what she/he thinks A's needs** are (2 min)
- **A: gives her/his feedback** to B, C and D (2 min)



# UIA Associations Round Table Asia-Pacific 2015



**Anyone (A, B, C, or D) willing to share?**



**UNION OF INTERNATIONAL ASSOCIATIONS**  
UNION DES ASSOCIATIONS INTERNATIONALES

# UIA Associations Round Table Asia-Pacific 2015



# THANK YOU!

Clara Fernández López, External Relations Manager UIA



**UNION OF INTERNATIONAL ASSOCIATIONS**  
UNION DES ASSOCIATIONS INTERNATIONALES