



PRAGYA
Living Wisdom Centre

MINDFUL COMMUNICATION

practising mindfulness in communication

Mindfulness and its relevance today

A Forbes article quotes, '*Mindfulness first considered a fringe practice in the Western world is now being incorporated into medicine, science and the workplace. It came up amidst a surge of conventional quick fix training programs and interventions in corporations as these training offerings lacked in long lasting and life changing practices*'.

Mindfulness is an ancient practical philosophy of being totally present and aware of one's inner world: *thoughts, emotions, body sensations and the external world.*

Its uses tools including breathing techniques, positive intention, deep listening, observation and affirmations proven by research to be effective in the release of stress, increased self-awareness, development of insight leading to positive change, compassion, enhanced team spirit, altered neurological pathways in the brain bringing forth clarity, focus, increased productivity. Thus the overall impact for the individual is to shift –

1. from stress to calmness
2. from blame and judgment to responsibility
3. from working in a silo to collaboration

thus benefiting both, the individual and the organization.

Benefits of mindfulness at the workplace

Companies from varied industries: Aetna, Google, Intel, Keurig Green Mountain, HP, Target, General Mills, Goldman Sachs, Black Rock, Twitter, Facebook, McKinsey Consulting, HBO, as far back as in 2010, have inspired, motivated and instructed their employees to embrace mindfulness as a way of life.

In the *World Economic Forum in 2015*, with a huge buzz around mindfulness, delegates discussed the impact of mindfulness at work. These included:

1. Lowered health costs, hence improved wellness – physical, emotional and mental
2. Healthy, resilient and motivated employees with high accountability and ability to comfortably handle varied levels of work pressure
3. Increased initiative, drive and risk appetite in the leadership
4. Improved employee productivity with higher job satisfaction
 - a. **Aetna Case Study:** Attending just a single mindfulness program, an employee saved at least 62 weeks of productivity which is Aetna estimates is \$3000 per employee per year plus a saving of \$2000 per employee on health costs. This huge payoff spurred the company to bring in at least a third of all its employees under the mindfulness program fold.
 - b. **Intel Case Study:** Intel initiated its Awake@Intel program in 2012 with 1500 of its employees. Seeing its benefits, it expanded it to 10000 of its workforce the following year.

- c. **Google Case Study:** Today mindfulness learning programs in Google have received an exceedingly positive response with waitlisted participants of over 6 months!
5. [Neuroscientific research](#) shows that it '*positively changed the structure and the function of the brain*'. Altering neurological pathways leads to multiple benefits, both for the individual e.g. increased attention and ability to stay focused on tasks, improved listening and team collaboration, increased creativity and critical thinking capacity, more compassion resulting in camaraderie and team spirit.
6. Companies today acknowledge that mindfulness programs are beneficial for everyone – independent of position and role, resulting in happy organizations with happier customers

Pragya's Mindfulness Communication Programs

At Pragya, we have found that mindfulness and communication are integral to each other. We all know that *mindfulness* can improve our health. It turns out, it *can make you a better manager, a better leader*. Communicating from a state when one is totally present means to bring out the '*best of oneself*'. Mindfully communicating to another means to speak, write and listen with total awareness, by giving them the attention they deserve, not only because you want to 'capture your listeners' attention,' but that you're wanting to 'connect" with the listener from a place that is present, graceful and respectful. To treat your audience in ways you would exactly want them to

treat you. *To be heard when you speak means to listen when the other is speaking*'.

Thus, our daily communication with others — family, friends, and even strangers can become more “artful” by how mindfully we choose our words and sentences.

Pragya’s Mindful Communication Offering

Program Name	Duration customizable	Focus
<p>Express Oh!</p> <p>An extended program on International Business English blended with Business Communication</p>	<p>4 days spread over 4–8 weeks. Modular spaced-out sessions</p> <p><i>offered as individual/small group coaching and workshop series</i></p> <p>Option of pre and post assessment available.</p>	<p>This program is for professionals with technical expertise who need to develop their communication and Business English skills in all realms – meetings, conferencing, emails and presentations; create an impression and bring forth results.</p> <p>It covers a range of topics, activities and exercises that will help develop confidence, speak and write clearly and specifically, expand vocabulary to express precisely and respond correctly to questions and queries in calls, meetings, presentations and emails. Incorporates Brain Tap technology, Brain Gym and Mindfulness exercise to increase receptiveness to learning and assimilation.</p>
<p>Mindful Communication</p> <p>A foundation mindful business communication experiential workshop</p>	<p>2 days + 2 half day practice sessions</p> <p><i>offered as individual/small group coaching and workshop series</i></p>	<p>Focuses on 5 significant areas of shift through mindful communication –</p> <ol style="list-style-type: none"> 1. Mindful Presence: Focus on the “we,” not the “me.” 2. Mindful Listening: Step in their shoes. 3. Mindful Speech: Think before you speak. 4. Unconditional Friendliness: Accept others. 5. Mindful Responsiveness: Be in the moment.

<p>Total Presence</p> <p><i>Mindful communication</i> <i>Advanced</i></p> <p>Emotionally intelligent and mindful communication experiential workshop</p>	<p>2 days + 4 half day practice sessions</p> <p><i>offered as individual/small group coaching and workshop series</i></p>	<ol style="list-style-type: none"> 1. Understand the neuroscience of mindfulness 2. Be strategic through compassionate communication 3. Influence through positive intention and compassion – <ol style="list-style-type: none"> a. Deep listening and empathy b. Clear and confident communication c. Apply the 4–step process of mindful communication d. Build life–long relationships e. Be positive in negative situations f. Deal with tough audiences and tough situations 4. Develop a self–help kit to enhance functioning at work and in life
<p>U, Me, We</p> <p>A mindfulness program on assertiveness</p>	<p>2 days + 2 half day practice sessions</p> <p><i>offered as individual/small group coaching and workshop series</i></p>	<p>Participants will –</p> <ol style="list-style-type: none"> 1. Recognize their specific areas of assertion and non–assertion 2. Become aware of how – <ol style="list-style-type: none"> a. this influences beliefs, attitudes, behaviour and self–worth b. they are perceived by others c. to take responsibility for consequences 3. Transform the root of beliefs system and self–sabotaging tendencies 4. Learn tools of assertiveness e.g. state opinions clearly, disagree with respect for self; Say No when needed; place requests affirmatively; follow up to drive action; give and receive feedback 5. Develop self esteem
<p>U speak</p> <p>Theatre based mindfulness, basic presentation skills program</p>	<p>2 days</p> <p><i>offered as individual/small group coaching and workshop series</i></p>	<p>Engage mindfully through theatre to learn how to –</p> <ol style="list-style-type: none"> 1. Deliver messages that are clear, confident and crisp, and audience centric 2. Develop confidence – deal with nervousness <ol style="list-style-type: none"> a. examine limiting beliefs around speaking in front of an audience b. Use tools to enhance confidence e.g. EFT, BrainTap

	Option of pre and post assessment available.	<ol style="list-style-type: none"> 3. Explore the power of voice and body language 4. Employ vocal power in presentations in virtual platforms – teleconferencing, video conferencing, webinars, webex 5. Make conversations engaging 6. Address audience’s questions with clarity and conviction
<p>Presentation Plus – <i>experience the gift of your presence</i></p> <p>Theatre based workshop that focuses on mindfulness presentations that drive results</p>	<p>2 days</p> <p><i>offered as individual/small group coaching and workshop series</i></p> <p>Option of pre and post assessment available.</p>	<p><i>One is presenting all the time</i>, hence it is important for us to be mindful of our presence and our speech.</p> <ol style="list-style-type: none"> 1. Identify strengths and development areas in one’s presentation skills 2. Recognize and work through limiting beliefs connected with speaking – meetings, presentations, calls, feedback sessions, appraisals 3. Apply quantum science tools to tap into strengths and work through limited beliefs 4. Find ways to show self-belief and showcase technical/ professional acumen while speaking 5. Influence audiences of varied profiles in different situations 6. Deal with tough questions and tough audiences 7. Learn and apply the 7 steps to mindful presentations
<p>The Write Way – Foundation</p> <p>mindful business writing – compassionate (user-centric), crisp, compelling writing at</p>	<p>2 days</p> <p><i>offered as individual/small group coaching and workshop series</i></p> <p>Options – – pre and post</p>	<p>Deliver user-centric messages in the written word that are crisp, clear and purposeful. Learn to apply the 8 Cs of the Write Way to mindfully communicate in the written word –</p> <ol style="list-style-type: none"> 1. Compose Clear, Concise and (grammatically) Correct sentences 2. Create documents that Connect with the user 3. Write Comprehensive (compact) and Comprehensible (easy to read) business/technical documents 4. Be Creative – create documents that are neat and visually appealing documents

work	assessment – document/email audit	5. Learn and apply elements of grammar to make messages Coherent 6. Practise and apply learnings in email and other formats of documentation
The Write Way Advanced mindful business writing that drives positive results	2 days <i>offered as individual/small group coaching and workshop series</i> Options – – pre and post assessment – document/email audit	Deliver stakeholder-centric messages in the written word that are clear and compelling, and yet concise. Learn and apply the 6 steps to mindfulness business writing – 1. Discover your Analysis Paralysis – a. notice how you rationalize self-limiting excuses; learn to bring your focus back to writing b. let go the ‘If’s’ and embrace the present moment – deal with the urge to procrastinate; discriminate between mentally imposing limitations to true limitations 2. Explore the need for perfection vs. write the most honest, useful and if you wish the engaging document; connect with your inner voice and be in the flow a. develop the <i>I am enough</i> attitude b. deal with distractions by making writing a sacred practice – discover your strengths and your ability to focus c. discipline with compassion d. work through your development areas 3. Motivation and Rationalization – transform rumination to action on the spot 4. Be aware of mental chatter vs. how to be totally mindful in each moment 5. Bring your heart into your writing 6. Be in the Zen mode – be fully present where your focus is immersed and unbroken
ConFab Engaging mindfully to	2 days	<i>Research from the Cranfield Centre of Business Performance at the University of Cranfield have declared that ‘meetings can be one of the most powerful tools in a manager’s armoury if the meeting facilitator can help participants enter a</i>

<p>influence through teleconferencing</p>	<p><i>offered as individual/small group coaching and workshop series</i></p> <p>Option of pre and post assessment available.</p>	<p><i>state similar to mindfulness. In this state, the participants will see things more clearly and help to make better decisions.</i></p> <p>Learn and apply –</p> <ol style="list-style-type: none"> 1. The art of listening mindfully – <ol style="list-style-type: none"> a. listening to respond vs. listening to understand b. seeking to be understood vs. seeking to understand c. questioning to display presence vs. questioning to understand 2. The art of mindful self expression <ol style="list-style-type: none"> a. speaking to express vs. speaking to influence b. ambiguity vs. specificity c. blame vs. objectivity d. justification vs. empathy e. one talk for all vs. audience centric messages f. complexity vs. simplicity 3. The art using voice mindfully <ol style="list-style-type: none"> a. vocal clarity vs. murmur/mumbling b. a loud voice is not a clear voice c. power of pause d. pace e. modulation 4. Conscious Communication – the art of mindfully collaborating in calls <ol style="list-style-type: none"> a. 4 step process b. make messages compelling c. how to persist and push back in calls 5. Engaging mindfully in meetings – the 10 step process
<p>Winning Voice</p> <p>Mindful voice development using theatre approaches</p>	<p>1 day</p> <p><i>offered as individual/small group coaching and workshop series</i></p> <p>Option of pre and post assessment available.</p>	<p>Voice in virtual platforms today has become a strong influencing power.</p> <ol style="list-style-type: none"> 1. Learn practical mindfulness to structure thinking in a clear, logical manner. 2. Listen mindfully to speak precisely 3. Use voice clearly and confidently for positive influence and successful interactions. 4. Infuse feelings and inspire through voice

<p>WordsWorth</p> <p>mindfully communicating through emails in tough situations and to tough audiences</p>	<p>2 days</p> <p><i>offered as individual/small group coaching and workshop series</i></p> <p>Options -</p> <ul style="list-style-type: none"> - pre and post assessment - email audit 	<ol style="list-style-type: none"> 1. Learn to listen through words 2. Learn to listen beyond words to abstract hidden messages 3. Use positive tone 4. Understand the power of body language in email 5. Apply mindful tools to - <ol style="list-style-type: none"> a. make requests b. respond to queries c. get work done d. give bad news e. to say No
<p>Stories that Stick</p> <p>Storytelling to influence leadership</p>	<p>2 days</p> <p><i>offered small group coaching and workshop series</i></p> <p>Option of pre and post assessment available.</p>	<p>Storytelling has become the mainstay approach to influencing audiences, especially leaders in presentations and conversations. Storytelling is the language of sharing life truths in an engaging and authentic way.</p> <p>Learn</p> <ol style="list-style-type: none"> 1. why stories are important in business 2. how to create and deliver a powerful story 3. how to blend stories in technical topics 4. how to make stories engaging – use nuances of body language, voice, metaphors and visual imagery 5. where to find stories

Contact details

Kapila Ramakrishnan

Life Coach & Coordinator at Pragya Living Wisdom Centre

Handfone: +91 7899917213

Email: kapilaramakrishnan@gmail.com; pragya@thehealingcircle.in

Website: www.thehealingcircle.in/pragya-living-wisdom-centre