

**Communication tips based on the teachings  
of Sri Sathya Sai Baba**

**First understanding, then adjustment**

Never make assumptions and actively listen by being fully present in the moment. Reflect back to check on understanding, we will then know what to do or say next. We don't have to fix every problem. Often, just listening is enough  
"I am sorry to hear that, that sounds very challenging / difficult / frustrating, etc."



**One approach to challenging communication interactions**

Get curious, not furious & listen carefully which is practicing  
**First understanding, then adjustment**  
Make empathic statement "I am sorry to hear that, it must be difficult" which shows compassion, caring, and respect  
Summarize the person's point of view "What I am hearing you say is ..." - reflective listening to improve understanding  
Validate the person's point of view "Based on what you have told me, I can see why you want..." or "Based on what you have told me, I can see why you think this is the best plan "

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**You cannot always oblige, but you can always  
speak obligingly**

"I wish I could do .., what I can do is ..."  
Respect other opinions, and remember, they may be right!  
When we have a different perspective best to say  
"Yes, and ... Rather than Yes, but ..."  
Love should be the foundation of all our communication  
and let's remember who we are speaking to ... **Swami**

**One approach to challenging communication interactions**

Highlight common goals "We both have the same goal which is ..." Focus on unity rather than differences  
Now, we can make a bridge to a different viewpoint – remember to make a positive transition ... AND  
"I really wish I could do ..., what I can do is ...." or  
"AND I have another idea that I would like to discuss".  
When speaking to the Pink Twins from Australia, Swami said "No matter how difficult the situation, if you put enough love into it, things will turn out right in the end."

