Effective Human to Human electronic Communications

With the advent of the **e**Mail and SmartPhone **e**Texting, the question arises: are we communicating effectively with each other as Humans, or communicating ineffectively as computer-type personalities and "@-signers" of **electronic** (**e**) Communications?

For example, you can communicate with me at my **e**Mail address, KenKozy@KenKozy.com, or at my **e**Text address (same as my phone number). I assume the initiator of an **eCommunication** is too far away or busy to speak one-on-one in person.

Try to decipher this **e**Text message: "**kk r u go2 write-on meet fri? need lift. time imptnt. gr8. thx julia c**"

If Julia Child were alive today, she may have sent her message via **e**Video from her computer or iPhone and said:
"**Hi Ken Kozy. Would you be able to pick me so we can ride together to the Write-On Club meeting this Friday? My cars are in the shop for repairs. I am supposed to bring some delicious refreshments to this meeting and to read my new cooking article for your Writers group. Timing is essential as I will be baking my French biscuits and will want everyone to enjoy their fresh aromas. Let me know when you or a substitute driver would arrive at my Sun City home. Appreciate your help and quick reply. Give my regards to the Writers group officers. Thanks, Julia**."

Which message is more understandable, more effective, more efficient, or a more "Human to Human" **eCommunication**? Julia Child was our great American celebrity chef, cutting-edge television personality, and cookbook author. I think that the modern, up-to-date Julia probably would have asked me to do her this favor via an **eCommunication** that has high impact. (I did not know Julia personally, but this message which I made up is a good example to use here.)

Question: If you really want to communicate an important idea to another Human, why not impact all of that person's Human attributes to fully transmit your message's meaning and to get their full attention? If you really did that, the other person would better focus on and understand the message you are communicating, take appropriate action, and respond to you.

I call these Human attributes: "Dimensions" or "Interfaces." For example, almost everyone has these Human attributes, the 5 Basic Senses: ears to **hear**, eyes to **see**, nose to **smell**, mouth to **taste**, and sensors in your body to recognize **touch**. These senses communicate their information to your brain to be recognized and recorded in your memory to **think**, while the brain also allows you to **tell** others what was sensed. Since **smells** and **tastes** can be stored in your memory, you can call them up to consciousness just by referencing the scent or food (e.g. now think of a piece of hot apple pie). These **Physical** Interfaces (all in **red**) are the 7 Dimensions: to **Hear**, **See**, **Smell**, **Taste**, **Touch**, **Think**, and **Tell**. We learn about the **5 Basic Senses**, **thinking**, and **telling** before schooling.

The **Intellectual** extensions (all in **green**) of the above Interfaces are equally powerful. You may **hear** many sounds in the room, but if you are focusing on my voice reading these words, you are **listening** and ignoring the other sounds. If you look up at me you will **see** many people and objects in your glance, but you will focus on me by **watching** me. If you **smell** the food or are intellectually "sniffing" or pondering these thoughts, you are focusing on them as well as **discerning** their scents or ideas. Certainly you are intellectually **receiving** these ideas into yourself, your memory, and focusing on them in a tasteful way, without prejudgment, much like you would **taste** new foods or drinks by opening your mouth. You focus to **seek** and reach out to understand something new, to be **touched** by new ideas - otherwise you would not be attentive so far. You are focused on **learning** what this is all about. When you **tell** us your reply about this reading, you will **reveal** yourself and what you believe you heard and understood. So, now you have recognized 7 more Human Dimensions, this time your own **Intellectual** Interfaces.

Let's summarize how the **Physical** Interfaces relate and map to the **Intellectual** Interfaces: **Hear** maps to **Listen**, **See** maps to **Watch**, **Smell** maps to **Discern**, **Taste** maps to **Receive**, **Touch** maps to **Seek**, **Think** maps to **Learn**, and **Tell** maps to **Reveal**.

Why use such simple terms for complex Human communication? "Keep it Simple" is my motto. Neuro-psychologists have complex, extended, and more accurate terms they prefer to use. But my terms are simple and common – almost too common because their daily usage can be confusing. For example, if you say "I **see**" you could mean: you **see** with your eyes, you are looking at something, you **understand** it, or have **knowledge** of it. Not so in my discussion; you only **see** with your eyes, and you **watch** attentively, focusing on a subject with your eyes. Each one word Dimension has one specific meaning of the many listed in the common dictionaries. (See Exhibit 4 at www.KenKozy.com for these definitions and more about the full concept of **Dimensions of Human Interfaces**.)

Now let's extend this concept to our **Human Spirit** Interfaces (all in **blue**). Depending upon your beliefs, the 7 Dimensions of **Human Spirit** Interfaces may be viewed as part of our humanity, human nature, or as spiritual gifts from God (Bible: Isaiah 11; 1-3).

Cultures around the world differ in their definition of spirituality. However, all Human Interface information first flows through the brain. The **Physical** and **Intellectual** Interfaces are included in the explanation of the **Human Spirit** Interfaces below to demonstrate the continuum and mapping of relationships of the three categories of Interfaces across all your **21 Dimensions of Human Interfaces**.

Here, we extend this concept to the 7 Dimensions of our **Human Spirit** Interfaces.

- First, by focusing on combinations of sounds, words, and meanings you can begin **Understanding** what you were **Hearing** and **Listening** to and what makes sense to your body, mind, spirit, environment, and world.
- Second, what you have **Seen** and focused on by **Watching**, you can place into your memory. Those memories from your personal **Knowledge** base of experiences and of **Understanding**.
- Third, just as a scent can be **Smelled** and **Discerned**, an idea needs to be intellectually identified and **Discerned** to discover if it is real or imaginary, true or false, and ethical or unethical. Now, you need **Fortitude** and have courage and strength to stand by what you have determined it to be – and to take proper, logical action.
- Fourth, to **Receive** a new food or drink in order to **Taste** it implies you are **Open** to try new tastes. You need **Openness** to be receptive to new ideas, explore these ideas, consider them, and evaluate them, to get a taste of the new ideas and experiences.
- Fifth, to **Touch** tells you what is real, tangible, and tactile. Intellectually, you learn how to **Seek** people and ideas that can **Touch** yours and others' lives. You can affect others' lives by sharing your experiences or encouraging them when they **Seek** your advice. Thus, your **Mentoring** affects others by counseling them, advising them, and caring about them.
- Sixth, to **Think** about experiences and ideas that are **Learned** can result in **Wisdom** by applying your learning to new situations and future actions. Also, you can display your **Wisdom** of experiences and thoughts by applying your **Knowledge** and **Understanding** to future events or new combinations of experiences and ideas (e.g. mapping within the 3 groups ↕).
- Seventh, to **Tell** your experiences and **Reveal** what you know and who you are may allow you to **Teach** this information to others and to share these ideas so others can benefit from them as well.

The objective of a **7-D eCommunication** is to impact the other person's 7 Dimensions of **Physical** Interfaces, 7 Dimensions of **Intellectual** Interfaces, and 7 Dimensions of **Human Spirit** Interfaces in order to communicate information in an effective and efficient manner. This can be summarized into a graphic that shows the multi-media interrelationships of a **7-D eCommunication**:
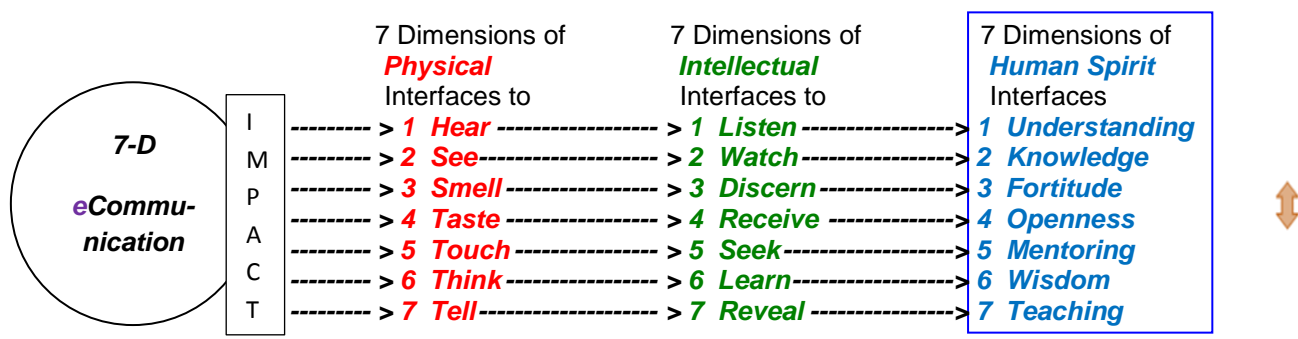
Think about a really great movie you saw (perhaps "The Blind Side"), a really good book you just read, or an excellent article written for this Writers Club. If you analyze them you may find they tell you beautiful human-interest story that impacted <u>your</u> **Dimensions of Human Interfaces**. If someone gives a presentation that impacts you profoundly, analyze how many of your 3 groups (totaling **21 Human Interfaces)** were impacted. You will find a Template Tool and Examples at www.KenKozy.com useful in your analysis.

Maybe you already do this, but in your next communication to others of a very important message, you now may want to try composing it to impact as many of their **21 Human Interfaces** as possible. You may want to use the Template Tool as a guide. Then, see if the recipients will focus better on the communication, remember it, think about it, acknowledge it, view it as important, share it with others, give feedback, and take action. Their emotions are not affected until their Human Interfaces are impacted.

Not every **e**Communication should be 7 Dimensional – just those that are <u>very</u> important. Which would you prefer: receiving "**r u ok w/ txt msgs?**" or, receiving a personal **e**Video message (**7-D eCommunication**) from Julia on your SmartPhone or computer like the one that is scripted in the 4th paragraph of this Article? Communicating in 7 Dimensions can be creative, exciting, fun, and effective!

Template Tool for Mapping the Impact of your *7-D eCommunication* to the 7 Dimensions of *Physical*, *Intellectual*, and *Human Spirit* Interfaces

From Communication Plan for Project: eVideo Request for Ride   Audience: Writers

7-D eCommunication type: eVideo Below, enter notes on content	Enter Impact on the 7 Dimensions of Interfaces: *Physical*, *Intellectual,* & *Human Spirit*
Record audio/eVideo message; send via iPhone	1 *To Hear:* Hear Julia's voice on phone or PC
Record eVideo; send via iPhone	2 *To See:* See Julia's face on phone or PC
Mention aroma of hot biscuits to be provided	3 *To Smell:* Memory of prior scents of hot fresh baked biscuits; From past experience
Mention refreshments to be provided	4 *To Taste:* Memory of prior tasting of Julia's refreshments; From past experience
Warm smile on eVideo & personalize greeting; send to SmartPhone or PC via eVideo or eMail	5 *To Touch:* Julia's smile & greeting touch your heart; Touch the phone or PC to get message
Ask for thoughtful decision to pick up Julia to take to meeting; ask for time of pickup	6 *To Think:* Above senses relate info to brain to integrate into memory, ideas, & decision making
Ask for reply from Ken, the recipient	7 *To Tell:* Reply to Julia's request; tell group
Personally direct message to Ken; clearly ask for pickup & schedule	1 *To Listen:* Focus on what Julia is saying in message while ignoring other sounds heard
Record eVideo on self-directed camera on iPhone or PC; show more than talking head	2 *To Watch:* Focus on Julia speaking, gesturing, & moving hands
Clearly ask for ride with enough room in car for refreshments & biscuits	3 *To Discern:* Differentiate memories of food; Check schedule & space to pick up Julia & food
Remind Ken that Julia is speaker at meeting and providing refreshments & why ride is needed	4 *To Receive:* Receive, do not ignore, anything said; No interference; Why pickup needed
Ask for reply on request & space needed; where to pickup; why time is essential	5 *To Seek:* Return call; ask address, best time, & space needed in car for food; Seeked Ken
Specify why pickup needed – cars in repair; use personal but quick hi-tech eVideo	6 *To Learn:* eVideo is new way to communicate effectively; ascertained why pickup needed
Express appreciation for ride, help, & quick reply; show face so Ken can recognize Julia	7 *To Reveal:* Reply to share your generosity of time to pick up; notify group
Specify: who, what, where, when, & why; how best to proceed; may need substitute driver	1 *Understanding:* Analyze what was said; respond to Julia with pick up time, etc.
Ask for schedule for pickup in order to time baking of biscuits	2 *Knowledge:* Put time into schedule for pickup & into memory; remember eVideo experience
Ask for Ken or substitute to pickup Julia; club's & Ken's responsibility; request quick reply	3 *Fortitude:* If cannot pick her up, get substitute and tell her; else, respond & be there on time
Gracious request direct from Julia; reasonable to direct to Ken & club	4 *Openness:* Open self to different ideas & people; openness to eVideo communications
Seek empathy from Ken as cars are in repair; allow Ken to help solve problem	5 *Mentoring:* Help Julia with transportation; empathy with her dilemma; show you care
Ask Ken for substitute driver if he cannot do pickup; alternate solutions to schedule ride	6 *Wisdom:* Apply Understanding & Knowledge to solve; if cannot pickup, call others to do it
Expect quick reply; share why timing essential; teach via cooking article prepared for meeting	7 *Teaching:* Get specifics of time & address then share details with club or substitute driver

Template Tool for Mapping the Impact of your *7-D eCommunication* to the 7 Dimensions of *Physical*, *Intellectual*, and *Human Spirit* Interfaces

From Communication Plan for Project:_____ **Audience:** _____

7-D eCommunication type: _____ **Below, enter notes on content**	**Enter Impact** on the 7 Dimensions of Interfaces: *Physical*, *Intellectual,* & *Human Spirit*
	1 *To Hear:*
	2 *To See:*
	3 *To Smell:*
	4 *To Taste:*
	5 *To Touch:*
	6 *To Think:*
	7 *To Tell:*
	1 *To Listen:*
	2 *To Watch:*
	3 *To Discern:*
	4 *To Receive:*
	5 *To Seek:*
	6 *To Learn:*
	7 *To Reveal:*
	1 *Understanding:*
	2 *Knowledge:*
	3 *Fortitude:*
	4 *Openness:*
	5 *Mentoring:*
	6 *Wisdom:*
	7 *Teaching:*

7-D eCommunication Message:

Note: Formatted blank Template also available at www.KenKozy.com