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## Communication Gaps . . .

Have you ever been in the London subway—or the Underground, as it's called? If you have, you may have noticed that in some stations of the Underground, the tracks and platform curve slightly between the points where the train enters and leaves the station. Because of the curve, there are gaps at several places between the edge of the platform and a stopped train. A voice on a loudspeaker repeatedly warns passengers, "Mind the gap. . . . Mind the gap."

"Although you'd be unlikely to fall through this platform gap unless you're thinner than a London telephone book, you could catch your foot or the wheel of a stroller in it, or your keys or wallet could slip through to the track below. Hence, the continuous warnings.

"Unlike platform gaps, which result from the configuration of the station and don't vary from one day to another, communication gaps appear unpredictably and in any number of contexts. You can neither create nor eliminate platform gaps, but you can create communication gaps or fall victim to those created by other people. And you *can* eliminate them—or at least reduce the likelihood of their occurring. . . .

"Communication gaps can occur between individuals and groups at all organizational levels, regardless of whether the message is communicated face-to-face, by phone, fax, letter, e-mail, or carrier pigeon. Gaps can occur whenever people offer ideas, present information, introduce change, propose policies, gain input, make recommendations, implement standards, give or receive feedback, or simply converse—whether with customers, suppliers, friends, relatives, coworkers, or teammates."

—from the introduction

## About the Author



Naomi Karten is an international speaker, seminar leader, author, and consultant, specializing in helping organizations improve their service strategies and customer relations. She is the author of *Managing Expectations* and coeditor of *Amplifying Your Effectiveness*, both published by

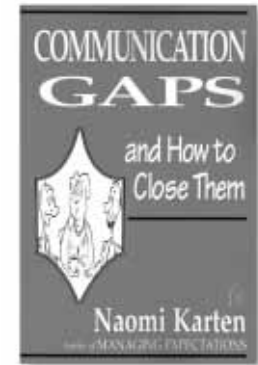
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NEW

# Communication Gaps and How to Close Them

by Naomi Karten



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## Improve Your Communication on Projects

If you develop systems or software for a living, you know that communication is essential for success.

Managers and technical professionals have to communicate effectively in order to meet client requirements, build work-related relationships, and survive time pressures and market demands. So often, though, communication breaks down, and we shout at each other across communication gaps that widen into gaping chasms.

Thankfully, Naomi Karten—author of *Managing Expectations*—is here to help. Readers learn how to improve the way they handle a wide variety of communication conflicts, from one-on-one squabbles to interdepartmental chaos to misinterpretations between providers and cus-

tomers. Drawing on a variety of recognizable experiences and on useful models for understanding personalities, such as the Myers-Briggs Type Indicator and the teachings of family therapist Virginia Satir, Karten provides a series of powerful tools and concepts for resolving communication problems—as well as methods for preventing them in the first place.

*Communication Gaps and How to Close Them* is a must-read for anyone who needs to address communication gaps in professional encounters, as well as in personal ones. This book will change not only how you communicate but also how you think about communication. With Karten's useful insights and practical techniques, readers can master this key component of successful projects.

Read more about this book at  
<http://www.dorsethouse.com/books/cgaps.html>