

# Listening/Distortion

- I. All sense-makers distort what they hear to one degree or another.
- II. Distortion is the alteration of a message, purposeful or not. It is a kind of equivocation/noise that happens when the sense-maker understands the message differently than the sender.
- III. There are four common methods of distortion.
  - A. Omission or deletion. (Some content is dropped)
  - B. Abstracting. (Summarization)
  - C. Addition/Supplementing (New information is included)
  - D. Assimilation. (Message is altered to satisfy needs)
- IV. Three ways of correcting or avoiding distortion.
  - A. Multimessaging.
    1. Sender and sense-maker process more stuff but there is no increase in the flow of information.
    2. Does increase the load.
  - B. Validation. (Tell me what I said.)
  - C. Bypassing.
- V.  $D=A+I+N$ 
  - D – Distortion
  - A – Ambiguity or noise
  - I – Importance
  - N – Number of people it moves through.
- VI. Strategic Ambiguity.