

Everyone thought the early Monday morning meeting to plan a fundraising event had been productive and the project was well under way. But by Friday, Mary was upset that Jack hadn't finished a proposal for the caterer and Jack was annoyed that Mary didn't like the list of vendors he'd worked on all week.

Despite all the talk in the meeting, there had been significant miscommunication. As a result, expectations had not been met and the project had fallen behind. In addition, team members were annoyed with each other and finding it difficult to work together.

Teams often talk about how to approach projects, but it's less common that they talk about how they communicate.

"Human communication is an amazing thing and there are great opportunities to learn how we can do it well, using the same principles that we use in our work."

