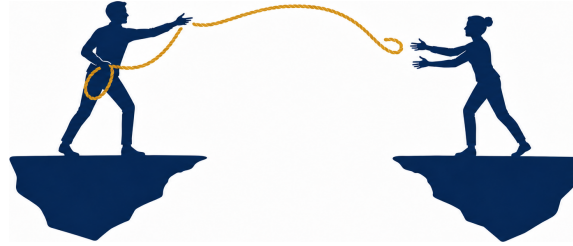




THE COMMUNICATION GAP

Why What You Say Isn't Always What They Hear



Have you ever walked away from a conversation completely certain you were clear—only to discover the other person heard something entirely different?

You know what you meant. They know what they heard. But somewhere between the message you sent and the message they received, something changed.

Maybe it was the wording. The timing. The tone. An assumption you didn't realize you were making—or an experience they brought to the conversation that you couldn't see.

Whatever caused it, the message never quite made it across the gap. Now you're both frustrated, neither of you feels understood, and each of you is wondering why the other person just doesn't get it.

It's not that you're a bad communicator. You may simply never have learned how to help your message make it across the bridge intact.

Closing the Gap

Most of us assume that if we choose the right words and say them clearly, the other person should understand us. But communication isn't complete when the words leave our mouths. What matters is what happens on the other side.

In *The Communication Gap*, we explore how people decide what to say, what they leave out, and how assumptions, experiences, and emotions shape what others hear.

Participants learn to recognize when communication has gone off track—and use practical tools to restore understanding, protect the relationship, and move the conversation forward.

During This Session, Participants Will

- Clarify the response they want before deciding what to say.
- Explore how wording, timing, tone, and context shape every message.
- Recognize how assumptions, experiences, and emotions influence what they say, hear, and do next.
- Use feedback to catch misunderstandings and get conversations back on track.

Who Is This For?

The Communication Gap is designed for leaders, teams, and organizations that want to communicate more clearly, especially when conversations are happening quickly, emotions are involved, or the stakes are high. It works well for leadership programs, employee development events, conferences, retreats, and team training.

Available Formats

Interactive Workshop: 60 to 90 minutes

Extended Workshop: Half-day or full-day format

Real Leaders. Real Life: Can also be included as a focused communication module within the larger Real Leaders. Real Life leadership program

Delivery: The workshop can be presented virtually, but it works best in person, where participants can interact and practice together.



About Ed Shanley

Ed Shanley is a speaker, facilitator, and tech leader who helps organizations navigate the human side of leadership. With decades of experience leading teams and working inside complex organizations, Ed understands what

happens when leadership theories collide with real people and messy situations.

His work explores communication, emotional intelligence, self-awareness, and the assumptions that shape how we see one another. Candid, relatable, and grounded in real life, Ed combines hard-earned insight with humor and practical tools. He creates interactive experiences that help leaders better understand themselves, connect with the people counting on them, and respond more effectively when leadership becomes real.

Bring The Communication Gap to Your Organization

Let's connect about your audience, the communication challenges they're facing, and how this workshop can be adapted to meet their needs.

Call 614-388-8731 or email Info@EdShanley.com for booking information.