Copied from IgnatianSpirituality.com. I believe the author is VHWright, but not certain.

St. Ignatius (of Loyola) defined his communication process.

## 1. Assume the best in others.

Ignatius advised:…to be more eager to put a good interpretation on a neighbor’s statement than to condemn it. Further, if he cannot interpret it favorably, one should ask how the other means it. …. (SE 22).

He gave people the benefit of the doubt and encouraged level-headed communication.

## 2. Create environments of “greater love than fear.”

As Chris Lowney puts it in his book, [**Heroic Leadership**](https://www.loyolapress.com/products/books/ignatian-spirituality/heroic-leadership-paperback?utm_source=ignsp&utm_medium=blog&utm_campaign=bklst), “St. Ignatius advised his brothers to ‘govern using “all the love and modesty and charity possible.” In this way, ‘young Jesuits could thrive in supportive, encouraging, and positively charged environments’” (32).

## 3. Be humble.

Ignatius preferred a humble approach modeled after that of Jesus, who humbled himself to the point of death. Ignatius encouraged open-hearted exchanges and seeking to understand the other so as to come to a common ground.

## 4. Be respectful.

Ignatius saw [**God in all things**](https://www.ignatianspirituality.com/tag/finding-god-in-all-things) and in all people (SE 235). He reminded his followers that all people are made in the image and likeness of God and that God dwells in each of us. As such, mutual respect is a non-negotiable element of communication.

## 5. Be good listeners.

Ignatius said that, “We should be slow to speak and patient in listening to all…Our ears should be wide open to our neighbor until he seems to have said all that is in his mind” (Thoughts of St. Ignatius Loyola for Every Day of the Year, 39). A contemporary adage seems to elaborate on Ignatius’s words: “The biggest communication problem is we do not listen to understand. We listen to respond.”

## 6. Tread lightly.

Ignatius advised that if one must correct another, it ought to be done “without hard words or contempt for people’s errors” (Tylenda, A Pilgrim’s Journey: The Autobiography of Ignatius of Loyola).

## 7. Don’t go it alone.

Ignatius asked for God’s help in all his endeavors. He knew that no matter how much he planned, if he didn’t keep Christ at the center his life, his plans would be fruitless. Ignatius was well aware that God can accomplish more in an instant than Ignatius could in a lifetime of planning.