

How to make a complex explanation understandable?

- * Prepare yourself carefully (e.g.: written thread, visual aids, rehearsal).
- * Warn upfront that the explanation will be complex.
- * Give a "name" to the key "pieces" of your explanation and make sure that, during the discussion, everybody uses the same names for the same pieces.
- * Use visual aids (e.g. flipchart → focus the eyes and the minds in the same direction).
- * Separate facts and comments.
- * Distinguish intent and impact.
- * Check frequently whether the other party is following you.