

## EFFECTIVE COMMUNICATION

### WHEN YOU ...

- (specific behavior)

### I FELT ...

- (insert specific emotion)
- ie. happy, frustrated, disappointed, angry, sad, upset, hurt, betrayed, defeated, helpless, etc

### BECAUSE

- (explain what your experience was or your understanding of the situation)
- Reflect *what it is about the situation that lead to your feeling the way you did*

### AND IN THE FUTURE I WOULD APPRECIATE IF ...

### AND I AM WONDERING WHAT WE CAN DO ABOUT THIS IN THE FUTURE

- (specify how you would like them to handle the situation differently next time)
  
- REMEMBER TO ***SPEAK FROM YOUR OWN EXPERIENCE***
- DO NOT ARGUE EACH OTHER'S EXPERIENCES
- VALIDATE EACH OTHER WHENEVER POSSIBLE (ie. "I can see that you are really upset by this", or "it is understandable that if you thought I was ignoring you that you would be annoyed")
- **ASK WHAT NEEDS TO HAPPEN FOR YOU TO BOTH MOVE FORWARD FROM THIS**
- TAKE TIME OUTS (10 min) IN ARGUMENTS

Ie. **When you** make lots of negative comments, **I feel (or I get)** frustrated and feel helpless, **because** I want you to be happy and be excited about life and have a hard time staying positive myself when I am around negative people (not just you) and **in the future**, I would appreciate if we could talk about what that is like for you and see if there is some way you can get to feel and express whatever is going on with you and I can stay healthy too

