

## **Communication Tips**

## Active Listening:

I-Statements:

x Feelings – Articulate the emotions tied to x Distancing Phrase - Starting out with a phrase such as "It sounds like ... " or "I a specific context. This helps the listener think I'm hearing you say ... " lets the to recognize the impact that a situation is speaker know that you are working to having on you. understand what they are saying. Ex: I feel disrespected... x Affirm and Reflect – Utilize empathy to x Topics – Describe the context that triggers acknowledge the emotions and intensity of those emotions. In doing so you can apply the speaker. Summarize the key points specificity to the situation instead of and details that you heard them share. speaking in broad generalities. that affect me. In the future, it would mean x Check-In – Ensure that your reflection has a lot if we could discuss family matters accurately captured what the person was together. trying to convey. Use phrases like "Is that right?" or "Is there anything I missed?" Additional Examples: I feel frustrated when the apartment is a mess because I value living in a clean x Open Ended Questions - In order to dig deeper, ask open-ended questions about space. Can we come up with a schedule for cleaning? the issues and interests shared by the other person. Open-ended questions are I start to feel defensive when people are questions that cannot be answered in one shouting because it reminds me of heated word. This calls upon the speaker to reflect on their own views, and helps the listener arguments from my past. I want to have this conversation with you so can I ask that to better understand the perspective of the we speak to one another in a more even speaker tone? Example: Your roommate approaches you and begins shouting about how they have I get angry when someone interrupts me because it often takes a while before I feel had to wash the dishes every night for the confident enough to share my opinion. I last week and take out the trash because it was spilling out of the can. want to hear what you have to say and I appreciate being given the space to finish what I am saving. You could respond with... "It sounds like you are feeling overwhelmed and disrespected and that fairness in how we share the responsibility of keeping the apartment clean is important to you. Did I get that right?" And then follow up with... "What would fairness look like in this situation?"