

Communication guide

First person;

When _____ (this happens)

I Feel _____ (emotional feeling)

Because _____

And I want _____

(Keep it short and to the point. This identifies for you what feeling comes up when something happens, why and your own needs.)

Second person'

What I hear you say is _____

(This is "reflective listening" you state back the jest of what you heard or the emotion you heard. Keep it short)

First person responds-"no", let me say it again or in a different way
Or "yes"

We talk and listen through our life filters. What one person says and intends to be heard may be totally different than the receiver hears. SO the reflective listening confirms if the message was heard in the way the speaker intended.