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Communication Skills

Take responsibility for managing your own feeling state.

Asking for what you want

- only **1** issue at a time
- be specific and personal
- say what behavior you want them to do
- end with "Would you do that for me?"

Talking

- state facts
- state your personal feelings
- use 'I statements'
 - no 'you statements'
 - no blaming
 - no attacks
 - no name-calling
 - no interpretations of the other person's actions

Listening

- invite them to tell you about it
- clarify by asking questions
- restate what they said, ending with "is that right?"

Do not discount their feelings. This is their experience.
For the moment, put aside agreeing or disagreeing.
Your purpose is to understand and show that you understand.
Feeling understood will calm your partner's anger and fear.