



Hallmarks of Effective Communication

Effective Communication

Ineffective Communication

Use "I" Statements <i>I'm uncomfortable when you raise your voice at me.</i>	instead of	"You" Statements <i>You have no right to raise your voice at me!</i>
Use Descriptive Statements <i>I am frustrated that you do not seem to grasp my point.</i>	instead of	Inferential Statements <i>You're not listening to me!</i>
Be Kind <i>I'm not sure if you heard me say that.</i>	instead of	Self Righteous <i>I told you that already!</i>
Use statements <i>It took me aback when you said that.</i>	instead of	Rhetorical Questions <i>How could you say that?</i>
Show empathy <i>You seem real upset about that.</i>	instead of	Minimizing <i>There's nothing to worry about!</i>
Use Tact <i>I don't agree with what you said.</i>	instead of	Tactless Statements <i>That's ridiculous!</i>
Be Specific <i>I am upset when you called me lazy.</i>	instead of	Over catastrophizing <i>You're always criticizing me.</i>
Be respectful <i>I don't feel comfortable when you act rudely to me.</i>	instead of	Labeling <i>You're acting like a jerk!</i>
Ask for a change <i>Please stop saying that to me.</i>	instead of	Demanding a Change <i>Stop talking!</i>
Request <i>I would appreciate you not raising your voice.</i>	instead of	"Shoulding" <i>You shouldn't raise your voice</i>
Uses Active Listening <i>It seems like you are disappointed in me.</i>	instead of	Hearing and Defending <i>I never did that!</i>
Encourage <i>Can you explain how you feel?</i>	instead of	Discourage <i>That's a lie.</i>