

Revise Your Communication Style

Read the questions and write your answers below.

Step One – Write down exactly what the other person said. Be brief.

Step Two – Write down exactly what you said next. Be brief.

Step Three – Was your response an example of positive or negative communication? Why? (See the attached chart.) Will your response make the problem better or worse? Why?

Step Four – Substitute a more effective response. Use the “Five Elements of Effective Communication.” If your revised response is still ineffective, try again.

Negative Communication

- 1) You fail to express your feelings.
- 2) You ignore the other person's feelings.
- 3) Your attitude is not respectful.

Positive Communication

- 1) You express your feelings and thoughts directly.
- 2) You acknowledge the other person's feelings.
- 3) Your attitude is respectful and caring.

The Negative Communication Checklist

	Yes	No
Truth		
Blame		
Defensiveness		
Martyrdom		
Put-Down		
Sarcasm		
Counterattack		
Scapegoating		
Diversion		

	Yes	No
Self-Blame		
Hopelessness		
Demandingness		
Denial		
Helping		
Problem-Solving		
Mind-Reading		
Passive/Aggressive		
Other (Describe)		

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