

Carol's 6 Steps to Better Communication

#1) Timing

Ever had someone try to talk with you when your mind was somewhere else?!
Don't make the same mistake.....
ASK first – “Do you have a moment? Or “Is this a good time for us to talk?”
RESPECT THEIR ANSWER –
“NO” means try again later!!!

#2) I

“YOU” is like an invisible pointing finger....
It's an attacking word!
Start all conversations with “I”
Instead of “You made me mad” or
“You don't listen to me.” Try – “I'm angry.”
Or “I feel like sometimes you don't hear me.”
When people feel less defensive,
they hear more of what you say!

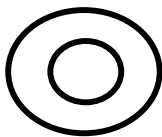
#3)

Ask a question, rather than accuse
“What happened? I was getting worried.”
Rather than “You're late.” or
“Why didn't I hear from you?”
Rather than “You didn't call me.”

#4) *Always...never...everybody*

I call these ‘trash can’ words.
They are fighting words!
9 times out of 10 isn't **always!**
It may ‘feel’ like it but it rarely is!
AVOID using them!!

#5) **WHAT DO YOU SEE?**



Is it a tire? Or is it a doughnut?
Sure, we could argue about it.
The truth is we would BOTH be right!
2 people can look at the same thing
& see it differently.
You may not agree with that other person,
however, you must respect position.
Agree to disagree!

#6) **The Great Escape!**

Finish off your sentence with
“.....right now.”
“I don't want to talk about it *right now*.”
“I'm not interested *right now*”
Try it – it works!
People are willing to let you go
knowing there will be a ‘later’!