

## **Communication Process**

Things to Refrain From When Communicating With Others:

- Name-calling
- Labeling
- Using the word always
- Using the word never
- Bringing up the past
- Button-pushing
- Hitting below the belt

What to Do When Something Happens That Makes You Feel Bad:

When approaching someone for a conversation:

- Gain permission (“Is this a good time to talk?”)
- Tell them the purpose of the conversation is so you can be closer.
- State the facts – offer no opinions or labeling.
- Say how you feel. (Four main feelings: happy, sad, scared, hungry) • Offer a solution. (“What I would love is...”)
- “Would that be okay with you if ..?”

Feelings are not right and wrong – what you do with them is either generative or constrictive.