

EFFECTIVE COMMUNICATION SKILLS

Communication with another person works best when you can effectively express your concerns and what is important to you. Effective communication skills use non-blaming, non-judgmental **I** messages. There are 4 kinds of **I** messages:

1. **Telling I messages:**

- I think...
- I believe...
- I feel...
- I would like...

2. **Responding I messages:**

- When someone requests something from you:

Not I can't...
 I don't have time...

Instead No, I don't want to because...
 No, I don't choose to because...
 I would rather do...
 Yes, I would like to...

**Take
Responsibility
For
Yourself**

3. **Preventing I messages:**

Use when:

- I need...
- I think the solution is...
- I would like your cooperation...

State what I need, asking for cooperation:

- I would like...
- I want...
- I would appreciate it if...

4. **Confronting I messages:**

When you are unhappy about someone's actions:

- Describe the other person's behaviour.
- Then express what you feel or think.
- Then tell the other person what you would like.

Example: When you... , I think/feel... . I would prefer...