

The Three Principles of Communication:

1. **Take as long as you need.** This can mean a) taking as much time and space as you need to calm down, collect your thoughts and then come back and communicate. Or b) Once you are ready to communicate, breathing while you talk, and taking as long as you need to say what you want to say.
2. **Use “I” statements, vs. “You” statements.**
3. **Don’t convince.** When a person expressed their feelings, there is a desire to feel heard. When you convince, it leads the other person to feel discounted. Relating versus convincing is key to a successful listening/hearing transaction. RELATE vs. FIX!!!

This also includes **taking turns** to talk, with the goal to feel listened to. The goal is not for the person to think the way that you think! Once again, relating to the other, not convincing.

Compassionate Communication:

(created by Marshall B. Rosenberg, PhD)

1. **When ...**(give the person a specific and detailed picture of **what happened**)
2. **I felt...**(connect to a feeling)
3. **I need...**(connect to what you need *inside* for *you*)
4. **What I am asking/requesting from you is...**(Make a request)

For example:

When you came home this evening and did not come and say hello to me, **I felt** sad and rejected. **I need** to feel love and intimacy with you, and **I am asking** that even if you have had a bad day to just acknowledge me in some way when you come home.

What not to do: Bad Communication

- **Removing judgmental language:** we give away our power when we use this language: “you should”, “you make me”, “you need to”, “you’d better”.
- **Tone:** Communicate in a way that you will get the response you want.
- **There two types of communication: direct and indirect.**
Direct, we use the four principles. Indirect is otherwise known as passive aggression. Some examples
- **Using the Four Horsemen:** Criticism, Defensiveness, Contempt, and Stonewalling