

# Building Healthy Relationships through Healthy Communication

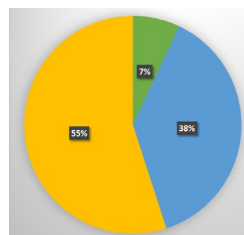
## What is Communication?

- ❖ An exchange of ideas, feelings, or meaning between two or more individuals.
- ❖ It involves giving and receiving information.



## Parts of Communication

- ❖ Verbal messages (7%)
- ❖ Vocal and tonal messages (38%)
- ❖ Visual messages (55%)



## Factors to Consider when Communicating about Important Issues

- ❖ When: Are people tired, hungry, angry, busy?
- ❖ Where: Are there distractions like TV or radio or are other people around?
- ❖ How: Are I-messages being used? What is body language like? Is there mutual respect being expressed?

## I-Messages

- ❖ A communication style that focuses on the feelings or beliefs of the speaker.

I notice that \_\_\_\_\_  
*(observable details about behavior without interpretation of intentions)*

And I feel \_\_\_\_\_  
*(your own feeling about the other person's behavior)*

When you \_\_\_\_\_  
*(the action or behavior of the other person)*

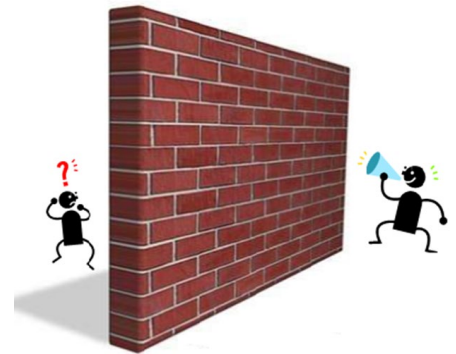
because \_\_\_\_\_  
*(impact of their behavior)*

I would like you to (OR) I'm asking you to \_\_\_\_\_  
*(behavior you are asking of the other person)*

# Building Connections: Do's and Don'ts

## Don'ts

- ❖ Criticism
  - Blaming, attacking someone's personality or character.
  - Tends to be "you" statements and use words like "always" or "never."
- ❖ Contempt
  - Insults, name-calling, mocking, rolling eyes, sneering.
- ❖ Defensiveness
  - Feeling hurt in response to criticism and contempt.
  - Not taking responsibility for personal actions.
- ❖ Stonewalling
  - Refusing to communicate.



## Do's

- ❖ Focus on the Positive
  - Think about what you appreciate and express it.
- ❖ Calm Down
  - If heart is beating too fast, take time to calm yourself.
  - You may need to disengage from the conversation for 25 minutes or longer.
- ❖ Complain Constructively
  - Bring up specific issues or behaviors that bother you.
  - Focus on one issue at a time.
  - Listen to the other person's complaints.
- ❖ Speak Non-Defensively
  - Use a soft start-up instead of a harsh start-up to bring up an issue.
  - Begin with "I feel" or "We" rather than "You..."
  - Repair conversation as needed.
- ❖ Validate
  - Check to clarify you understood what was said.
  - Look for the longing behind the complaint.

