

COMMUNICATION SINS or COMMUNICATION WINS?

THE CHOICE IS YOURS!

COMMUNICATION SINS are weapons that shut down effective communication. They hurt the other person's feelings, diminish their ability to 'hear' you, curtail their desire to do the things you are requesting and can do irreparable damage to your relationships.

COMMUNICATION WINS are tools that assist effective communication. They demonstrate appropriate respect for the other person's thoughts, feelings and opinions. This ensures that you are 'heard', increases the other person's willingness to consider and accede to your requests and foster successful and happy relationships.

CS - NOT LISTENING: Assuming that you know what the other person is going to say before they say it – not paying attention – interrupting – signaling impatience (finger drumming, yawning, pained facial expression) – ignoring.

CW - LISTENING: Hearing the other person out. Giving them your full attention – facing them, making eye contact, wearing a facial expression that shows you are interested, nodding and making appropriate verbal responses.

CS - DENYING: What's the problem? I can't see anything wrong with it!

CW-ACCEPTING: I can see that this has been causing you a problem.

CS - FOCUSING ON OWN CONCERNS: You think you've got a problem with YOUR son? Let me tell you what I am going through....

CW- FOCUSING ON THE OTHER PERSON'S ISSUES: It sounds like you are really concerned about your son. Is there anything else that happened that's made you so worried?

CS - PLACATING: Just don't worry about it. I am sure it'll all work out.

CW-ACCEPTING THE OTHER PERSON'S EXPERIENCE: Yes, it certainly does seem to be a difficult issue.

CS - BLAMING: It's your fault this happened.

CW- TAKING or SHARING RESPONSIBILITY: It is my fault!... or **We** really did mess this up.

CS - CONTROLLING: Unless you do it my way, you can't do it at all.

CW- BEING FLEXIBLE: If you have found that this way works best for you, then that's a good way of doing it.

CS - MINIMISING: It really isn't that bad. I don't know why you are worrying about it.

CW-ACKNOWLEDGING REALITY: Yes, this is a bad situation.

CS - SHAMING: If you weren't around, these things would never happen.

CW- ACCEPTING IMPERFECTION: This could have happened to anyone!

CS - CRITICISING: You can't ever get anything right. You are hopeless!

CW- GIVING CONSTRUCTIVE FEEDBACK: That was a great try! Shame it didn't work out. Perhaps if you approached it just a touch differently you'd achieve your desired outcome.

CS - NAME CALLING: You are such an idiot. Only a fool would believe something like that.
CW- NO NAME-CALLING – EVER!!!: Name-calling destroys self-worth and self-esteem.

CS - BELITTLING: So, who do you think YOU are? Do you really think that anyone would want to listen to YOU???

CW- ENCOURAGING, EMPOWERING: You have so many important things to impart. Come on, join in the conversation!

CS - SHOULDING: You should have done this! You SHOULD be doing that. You SHOULD know better!

CW- COULDING: You could try it this way and see if it works a little better.

CS - THREATENING: If you can't get it right next time, I'll get really mad.

CW- REASSURING: No-one can get everything right every time. You don't have to be perfect!

CS - ORDERING/DEMANDING: You'd better do it like this, or else!

CW- REQUESTING: I'd really appreciate if you would do this differently next time.

CS - SELF-DEFENDING: Well, if you hadn't said that I wouldn't have yelled at you!

CW- MAKING NON-DEFENSIVE STATEMENTS: I'd find it easier to respond if you didn't yell at me.

CS - MANIPULATING: So and so would never have done it like this. I don't know why YOU couldn't do it like that for me. I am really disappointed with you.

CW- COMMUNICATING CLEARLY AND WITHOUT HIDDEN AGENDA: Please don't do it this way, I prefer it done differently!

CS - SARCASTIC COMMENTING: Yes, of course, I should have known - YOU always know better than anyone!!!

CW- BEING NEUTRAL: I guess you could well be right.

CS - RIDICULING: You think you've got something to say? Who'd want to listen to YOU???

CW- GIVING RESPECT: I'd like to hear YOUR opinion on this.

CS - SCREAMING, YELLING, SHOUTING

CW- SPEAKING CALMLY: Expressing your thoughts, feelings and opinions in a non-aggressive fashion.

CS - ALL AGGRESSIVE NON-VERBAL BEHAVIOUR

Cw- APPROPRIATE NON-VEBAL BEHAVIOUR

