

KIND COMMUNICATION IN 5 STEPS

ACTIVE LISTENING

1

- Offer your undivided attention
- Use encouraging non-verbals (e.g. eye contact, nodding)
- Avoid defensive and negative body language/tone of voice
- Don't interrupt
- Ask for clarification

"It sounds like this has been really hard for you."

"I'm not sure I understand what you mean by _____. Can you talk more about that, and maybe give an example?"

EMAPTHY

- Consider the other person's perspective
- Recognize that others may communicate differently
- Validate the other person's experience and emotions
- Ask questions, offer support, and be respectful

2

CLARITY

3

- Reflect on what you're trying to communicate before speaking
- Use concise language and "I" statements
- Be direct about your boundaries
- Provide specific and relevant examples
- Ask for what you need

Ask yourself, "What is my contribution to this situation and what can I do to fix it?"

"I would like you to consider this request_____."

ACCOUNTABILITY

- Recognize your role in the situation
- Take responsibility for your actions and emotions
- Note that your personal and professional experiences impact your perception of the situation

4

COLLABORATION

5

- Share your willingness to find a solution with the other person
- Ask the other person their ideas
- Express your ideas
- Agree upon a solution that works for both parties

"I value you and what is important to you. I want to find a solution that we are both comfortable with."

BONUS TIPS

- Avoid judgement, blame, insults, labels, or comparisons. Instead of "They're crazy" try "Their behavior was erratic."
- Try replacing the phrases "should" or "have to" with "I would like."
- Limit exaggerations (e.g. always, never, seldom) as they can provoke defensiveness. Instead, use specific observational language.

