

Communication without Judgement

- **Observations** are what we can see with a camera or hear with a tape recorder.
- **Judgements** are when we start to add our perceptions and assumptions into the mix.

Making Requests not Demands:

Ask for what you **NEED** and **WANT** in a respectful manner.

"Would you please explain what you mean by that? I don't understand."

Silence:

Rather than responding with high emotion, don't say anything. This helps cool-off the situation.

"We" and "I" rather than "You" language:

Emphasize that you'd like to work **TOGETHER** to resolve the problem. Talk about yourself: What you **NEED, WANT, FEEL** and **THINK!**

"How can we fix this situation?"

"I'm upset when the work isn't done on time because I need support with turning in this group project by the due date."

Focus on the problem, not the person:

Use **OBSERVATIONS** rather than **JUDGEMENTS**.

"It is difficult for us to work together when there is a lot of misinformation going around. Maybe we can talk about the situation and figure out what is really going on."

Neutralizing:

Don't **NAME-CALL, BLAME, JUDGE** or **CHARACTERIZE**. Don't use **ALWAYS** or **NEVER**.

"At times, it seems like I'm not getting the full story about the issue."

Reframing:

NEUTRALIZE negative language when **RESTATING, REFLECTING** or **SUMMARIZING**.

"I can see that you are very upset because I didn't pay you back when I said I would."

Reality Check:

Be **POSITIVE** about resolving the conflict by stating the **BENEFITS** of resolving it.

"If we don't resolve this problem, we might get suspended. Do you really want that? I don't."

Suggest Solutions:

When faced with a problem, rather than focusing on what's wrong, offer **SOLUTIONS**.

"I know that we have different points of view, so let's talk so we can understand each other more."

Remain open to ideas:

Tell the other person that you want to **LISTEN** to his/her point of view.

"What ideas do you have to make this situation better?"