



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.

Ex: "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**!

Ex: "How can we fix this situation?"

Ex: "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**.

Ex: "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**.

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

REFRAMING

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

Ex: "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.

Ex: "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**.

Ex: "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.

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