



MANAGING THE MOMENTS

A Safe Community Coalition Initiative

EFFECTIVE COMMUNICATION SKILLS

Why have a conversation about effective communication skills?

- Everyone wants to be listened to, really heard, and understood.
- Anyone can learn these skills and make improvements.
- Little changes in behavior and attitude can make a big difference.
- Ineffective communication skills make tears in relationships.
- Effective communication skills foster empathy and compassion

Effective skills

- **3 Ways of Listening** gives a framework, centers and focuses the speaker and the listener, and either the speaker or the listener can set this up.
 1. **Receive it:** Just listen, be supportive, and use nonverbals.
 2. **Review it:** Listen and brainstorm **WITH** the person.
 3. **Respond to it:** Listen and then help.
- Learn to ask for what you need and want. Get clear first before you speak and say what you do want, not what you do not want.
- Stay with the present situation.
- **Mimi's 3 C's:** These help with starting a conversation. We begin less defensively, and this technique helps others to hopefully be less defensive and to be more inclined to be receptive.
 1. You can be **Curious:** "I am curious about how you came to that conclusion." Not: "Why do you think this way?"
 2. You can be **Confused:** "I am confused by what you said since it sounds different than what you said the other day." Not: "You always change your mind."
 3. You can be **Concerned:** "I am concerned. I heard you crying last night, and I am worried about you." Not: "You are always so emotional. Get over it."
- **3 Magic Words:** "Tell me more" and then listen!
- **Empathic responding,** "I hear what you are saying."
- **Ilanguage:** Speak from the "I." Own what you say. This promotes self-agency.
- Say what you mean and mean what you say.
- **Imessages:** Use *I* to own your feelings and statements. When you say *YOU*, it is blaming and shaming and leads to defensiveness. "*I*Language/Messages" have a 3- or 4-part formula:
 1. When you do _____.
 2. I feel _____.
 3. And then _____.
 4. I would prefer/appreciate/like it if _____.Example, "When you yell at me in front of my friends, I feel embarrassed, humiliated and I get very angry and then I yell back at you. I would appreciate it if you did not do this in front of my friends."