

Communication Tips

Assertiveness

Assertiveness is the ability to express your feelings and ask for what you want in the relationship.

- Assertiveness is a valuable communication skill. Rather than assuming a person can read your mind, share how you feel and ask clearly and directly for what you want.
- Assertive individuals take responsibility for their messages by using “I” statements. Avoid statements beginning with “you”. In making constructive requests, be positive and respectful in your communication. Use polite phrases such as “please” and “thank you”.

Active Listening

Active listening is the ability to let people know you understand them by restating their message.

- Good communication depends on you carefully listening to another person. Active listening involves listening attentively without interruption and then restating what was heard.
- Acknowledge content **AND** the feelings of the speaker.
- The active listening process lets the sender know whether or not the message they sent was clearly understood by having the listener restate what they heard.

When each person knows what the other person feels or wants (assertiveness) and when each knows they have been heard or understood (active listening), relationship growth increases.