

EFFECTIVE COMMUNICATION SKILLS

LISTENING SKILLS

1. **The Disarming Technique.** You find some truth in what the other person is saying, even if you feel convinced that what they're saying is totally wrong, unreasonable, irrational, or unfair.
2. **Empathy.** You put yourself in the other person's shoes and try to see the world through his or her eyes.
 - **Thought empathy:** You paraphrase the other person's words.
 - **Feeling empathy:** You acknowledge how they're probably feeling, given what they're saying to you.
3. **Inquiry.** You ask gentle, probing questions to learn more about what the other person is thinking and feeling.

SELF-EXPRESSION SKILLS

1. **"I feel" statements.** You express your feelings with "I feel" statements (such as "I feel upset") rather than with "you statements" (such as "You're wrong!" or "You're making me furious!").
2. **Stroking.** You find something genuinely positive to say to the other person, even in the heat of battle. This indicates that you respect the other person, even though you may be angry with each other.