

Communication Techniques

Direct Request – Use this when asking for something to be done or asking for a specific behavior.

1. Make it clear who you are talking to...."I would like for you"
2. Make your instructions clear, direct and brief..."I would like for you to load the dishwasher in the next 30 minutes."
3. Ask if they need clarification...."Any questions?"
4. Check back to see if behavior is completed – give thanks if behavior completed, repeat if necessary.

Impact Statements – Use this when wanting to express a feeling or concern

1. Make it clear who you are talking to..."I get really worried about you"
2. Make it clear, direct and brief..."I get really worried about you when you are late for curfew."
3. Ask if they understand..."Does that make sense to you?"
4. Be open to their response – expressing a feeling doesn't necessarily change behavior, but it gives you a chance to voice concerns.

Active Listening – Everyone wants to know that they have been heard.

1. Listen closely to what the person is saying to you.
2. Respond back with what you heard
3. Check in to see if you heard correctly.

Practice -