

# Interpersonal Communication Skills

## AIM FOR GOOD TIMING

Pick the right moment to talk and avoid discussions with people when they seem tired/upset/busy/annoyed

Make 'appointments' with the people you want to speak to

(Remember: 'Strike when the iron is COLD not HOT')

## HAVE AN AGENDA

Think beforehand about what exactly is it that you are trying to get out of the conversation.

Having a purpose to conversations helps to make sure your own needs are met and you remain focussed.

## GIVE TO GET

Start with a positive statement that shows you understand (trying to) how the other person is feeling e.g:

*'Mum, I know you've worked hard today and are feeling tired, you probably feeling worn out, but I need to ask you something.....'*

## USE 'I' STATEMENTS

Let people know how YOU feel as they can't read your mind. Start with 'I'....

e.g. "Mum, I feel sad when you..."  
"Dad, I feel you don't trust me when..."

Remember:  
'I feel..... when..... because..... what would help me is.....'

## BE SPECIFIC

Try not to generalise about things by avoiding phrases such as:

'YOU NEVER' 'YOU ALWAYS'

Focus on specific things that have happened, what you want to happen, and what may help within your relationship

## PUT SELF IN THEIR SHOES

Try and think about things from the other person's perspective.

Consider why they may be responding in the way they are.

Communicate your understanding of the other person's perspective.

## HAVE SOLUTIONS IN MIND

Have three additional ideas as back up.

Remember to compromise and meet in the middle.

Prepare for the conversation beforehand so you feel confident



## LITTLE MOUTH BIG EAR

Speak softly and listen intently.

Nothing is ever achieved by shouting.

Listening & thinking about what others say first is usually more effective.

Listen to others' opinions and respond with respect and kindness.



## KEEP CALM AND BREATHE

Breathe slowly.

Relax your body.

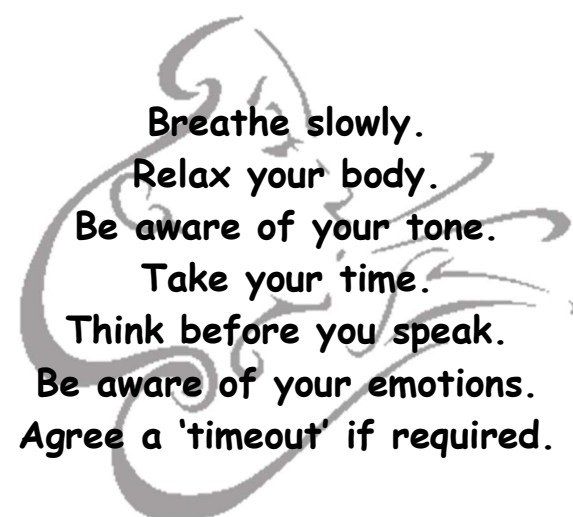
Be aware of your tone.

Take your time.

Think before you speak.

Be aware of your emotions.

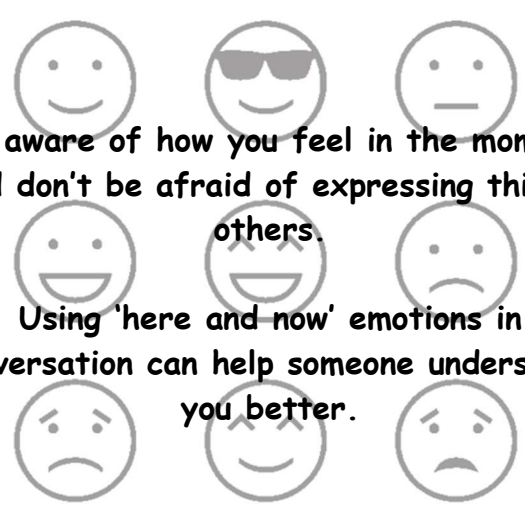
Agree a 'timeout' if required.



## FEELINGS IN THE MOMENT

Be aware of how you feel in the moment and don't be afraid of expressing this to others.

Using 'here and now' emotions in conversation can help someone understand you better.

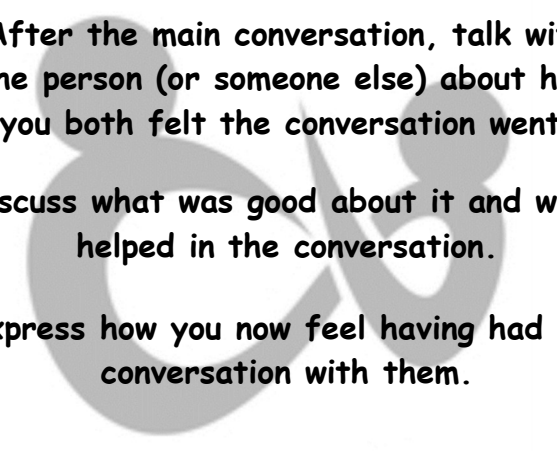


## REFLECT AND PRAISE

After the main conversation, talk with the person (or someone else) about how you both felt the conversation went.

Discuss what was good about it and what helped in the conversation.

Express how you now feel having had the conversation with them.



## DON'T GIVE UP TRYING

Remember it takes a LONG time to learn something new. Parents and carers are no exception, they have been doing things the same way for a long time (often YEARS), KEEP TRYING !

Remember: the more you practice the better your skills will become. Try again another day!

