



## STRAIGHT TALK

**WHEN YOU** \_\_\_\_\_

(Name the behaviour. Describe what the other person has said or done.)

**I FEEL** \_\_\_\_\_

(Identify your feelings in one or two words. Tell the other person how you are feeling.)

**I WANT** \_\_\_\_\_

(Ask for the change you want or tell them what you respect about them.)

# COMMUNICATION MODEL IS EQUALLY EFFECTIVE FOR CONFLICTS AND COMPLIMENTS

The *STRAIGHT TALK or SINCERE COMPLIMENT MODEL* helps us communicate in a non confrontational manner. Hurt and anger can be expressed assertively and positively and a compliment can be given with sincerity and respectful acknowledgement.

When we argue ineffectively, we may use phrases like “*You always*” “*You never*” Both of these are damaging and cause the other person to move into the defensive.

When we are in conflict we may *withhold* by saying nothing and pretending that nothing is wrong.

When we feel overwhelmed we may *avoid* by changing the subject rather than speaking our truth or avoid so as not to hurt their feelings

You can learn to assess your own anger and express it in a healthy non threatening manner. When you are upset ask yourself the following questions:

- What did the other person say or do that has hurt my feelings? ***Be concise one sentence with no blame.***
- What do I really feel about the situation? ***One or two words only***
- What do I want the other person to do? ***Make it something possible that the other person can do.***

## ***EXAMPLE:***

When you call me a fat cow in front of our friends, I feel humiliated and angry. What I want is for you to speak kindly about me and not call me names. If they reply, “What’s the matter with you? I was only joking.” You can reply: “When you tell me you were joking, I feel annoyed. I want you to know that kidding about my size or shape is not funny to me and I won’t tolerate it.”

***If the situation continues to escalate then you need to walk away.***

## ***EXAMPLE:***

When you spoke so kindly to that elderly woman who was asking for directions I felt proud to have you as a friend. I trust that we will be friends for a long time.