

POSITIVE COMMUNICATION BASICS

Cheat Sheet

*Listen → **Reflect first** (before responding)*



Either person can initiate positive communication:

If you're the RECEIVER --

"Even though I'd like to just respond/react to your comments, let me see if I understand you correctly first..." or "So, what I hear you saying is..." or "What I think you are saying is..."

If you're the SENDER --

"Would you mind telling me what you hear me saying before you respond?"

Receiver of message

1. So, if I understand you correctly, what I hear you saying is...
2. Did I get that? Did I miss anything?

~~~~~

### Positive Communication Concepts

1. Positive communication requires a heart willing to understand. The sender should feel heard and understood, rather than that you just went through the motions of repeating their words. It needs to go through your heart not just through your mouth or mind.
2. Don't **Add to** or **Interpret** – just **Reflect!** Don't add your meaning to their message. Don't project your thoughts onto their words.
3. Everyone has their own "correct" perception of reality.
4. Ask...don't tell the other person what they really mean.
5. Seek first to understand rather than to be understood.
6. Use "I..." statements NOT "You..." statements.

### Why Use Positive Communication?

- Minimizes defensiveness and reactivity
- Helps you learn to truly listen, understand and be understood
- Teaches you empathy--to see the world from another's perspective--their perception of reality...not yours!
- Reduces the need for mind-reading and miscommunication
- Both can feel heard and understood even if they don't agree
- Using positive communication is "self-help" communication and relationship counseling