



Recommendations for clearer and more direct communication:

The following suggestions will help to make your communication much clearer and more direct:

- a. stay in the here and now
- b. do not tell historical tales

- c. observe the inner reality of yourself
- d. observe the perceived reality of the other
- e. voice your observation without evaluation

- f. make your feelings explicit
- g. recognize needs – your own and the other person's

- h. express your needs
- i. formulate specific requests

Better not to use: blame, put-downs, name calling, comparisons, judgements

Better not to use: “it”, “you”, “one”, “they”
“have to”, “ought to”, “must”
“always”, “never”, “ever” (mostly, frequently, seldom...)
“because”
“but”

NB: An **observation** (I see, I hear, I smell, I notice through touch, I sense)
(eg: ‘I notice more warmth on your upper back than on your lower back’)
Is different from an **interpretation** / evaluation that you make (eg: ‘you’re not really connected to your lower back’).

NB: A **feeling** (I feel angry, I feel sad, I feel hungry, I’m irritated) is different from a **thought**
eg:

- ‘I feel that you are angry’ -> really means ‘I think that you are angry’ (is a thought)
- ‘I feel as if I’m talking to a void’ -> really means ‘I think I’m talking to a void’ etc (is a thought)
- I feel that / like / as if / Jimmy, I, you, he, she, it etc.-> precede a thought
- I feel unimportant / neglected / abandoned / abused / manipulated / misunderstood / unseen / unheard etc -> are thoughts about how we imagine others are treating us
- The feeling might be: I feel sad / upset / unclear

Responses to a negative message can be:

1. to blame ourselves
2. to blame the other

it would be better:

3. to sense our own feelings and needs and express them appropriately
4. to sense and listen to the other person's feelings and needs

NB: When you connect with your feelings and your needs and express those, it paves the way for direct requests and clearer communication.

(Combined from Gestalt and Non-Violent Communication ideas)