

Lesson #9

Skills for Effective Communication

Objectives

- Demonstrate the use of I-messages to communicate emotions in healthy ways
- Demonstrate effective communication to enhance emotional health

Journal Entry Question

- Describe what “good communication” means to you. What does good communication look like, sound like and feel like.

I-Messages

- I-messages are a way to communicate how you feel in a healthy way.
- Using the word “I” helps you take responsibility for your emotions.
- I-messages don't blame or attack the other person.

Communication Skills

- **When you speak:**
 - Use I-messages.
 - Be assertive, not passive or aggressive.
 - Be sure your body language and tone of voice match your message.
 - Invite the other person to respond.

- **When you listen:**
 - Pay attention and show that you're listening.
 - Acknowledge what the speaker said.
 - Ask questions to clarify the message, if needed.
- **Take turns speaking and listening.**