

CLEAR COMMUNICATION

Making It Easy To Be Understood

Speaker Thinks

STATE recordable data without interpretation

DISCLOSE your feelings and perceptions, owning them as yours

ADMIT your role in creating or sustaining the issue

ASK for an action or comment to get back in integrity with the person

Speaker Says

The specific facts are...

What happened has me thinking xxx and I feel xxx

My part in this is ...

And my request is ...

Speaking Key

Let the other person know of their impact on you, and give them a way to clear the air