

EFFECTIVE COMMUNICATION SKILLS

Effectively presenting your interests is basically an attitude of believing you have the right to express your beliefs, opinions, needs and feelings and having the skills to do so, while not offending others.

Effective communication skills reinforces good relationships.

Effective communication skills uses non-blaming, non-judgmental “I” messages.

There are 4 kinds of “I” messages:

1. **Telling your message:**

- What my opinion is.
- What I believe, think, feel.

2. **Responding “I” message:**

- When someone requests something of you

Not	“I can’t ...” “I don’t have time...”)	Take Responsibility For Yourself
Instead	“No, I don’t want to ...” “No, I don’t choose to ...” “I would rather ...” “Yes, I would like to ...”))))	

3. **Preventing “I” messages:**

Used when:

- “I have a need...”
- “I know what the solution is...”
- “I need your co-operation...”

Rather - state what you need, asking for co-operation:

- “I would like...”
- “I want to be able to...”
- “I would appreciate it if...”

4. **Confronting “I” messages:**

When you are unhappy about someone’s actions:

- Describe their behavior: “When you... I feel...”
- Express what you feel or think “I think...” “I believe that...”
- Tell them what you would like them to do “I would prefer if...”