

Active Communication and Listening Skills

When in conflict we can easily want to defend our position and want to get our point across. This often leads to break down in communications leaving both parties feeling shutdown, disconnected, hurt or angry or both and confused.

Using the following technique can help us communicate in a more positive way that is, self responsible and often leads to resolution.

1. State your feelings
2. Name the behaviour or situation
3. State what you want or need
4. Express what your willing to do to meet in the middle or for both parties to feel heard respected understood and loved.

I feel (name emotion) about (situation or behaviour)

I want (state what you want, need or desire)

I'm willing (where is your boundary, what are you prepared to do to in the situation)

Eg.

I feel hurt when I'm spoken to in that tone

I want to be spoken to in a calm tone

I'm willing to listen and talk when I'm spoken to with respect and calmly

By avoiding the use of YOU, it helps keep the other party out of shame and blame and defensive mode. No one likes to be accused of something.

Communicating like this takes practise and time to master. Take your time, if things are heated ask for some time to cool down and to talk when both parties are more relaxed and receptive.

WHEN ANGER IS IN THE HEART LOVE IS OUT!

Anger is also just unprocessed emotions! Whats really underneath anger?

LISTENING to what is really being said by another is a skill. Try to detach from your own agenda and stop formulating a response.

Listen and truly hear what is being said. You can feed what is being said back to a person so as to gain clarity.

So what your saying is

They may say no I am saying

Repeat it back again until your both understand what is being said.