



Ask if someone wants advice before offering advice

When we are listening to others, it's tempting to offer advice. We want to be helpful. But it can be healing to talk out loud and to know that someone is listening. Sometimes that's all people need.

Effective Communication 01



Before offering advice I say:

Does this Personal Medicine work for me?

☐ Yes – it helps me *(describe)*:

☐ No – I will try another

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Find one small thing to agree with

When we are having an argument, we often get polarized. It can be hard to find common ground. To help resolve the argument, find at least one point you can agree with. Say it out loud to the person. This will communicate that you care about the other person's perspective.

Effective Communication 02



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Effective Communication 02



When arguing, I:

1. Find one point I agree on
2. Say it out loud
3. Ask the person to do the same

Does this Personal Medicine work for me?

☐ Yes – it helps me *(describe)*:

☐ No – I will try another

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Tend to my S.O.L.E. when listening

Being a good listener is a key to effective communication. People need to know that we are listening to them, and we need to clearly hear what is being said to us.



When listening to others, I will be mindful of my S.O.L.E.

- ➡ Sit at a comfortable angle and distance
- ➡ Open, relaxed posture (no arms crossed)
- ➡ Lean toward the speaker
- ➡ Eye contact

Does this Personal Medicine work for me?

☐ Yes – it helps me *(describe)*:

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Use active listening

A good communicator is one who actively tries to listen and understand what's being said. Clarifying questions and reflections are great ways to let others know you really care.



To practice active listening, I clarify and reflect:

Clarifications:

- ☐ Could you repeat...?
- ☐ Can you say more about...?

Reflections:

- ☐ So what you are saying is...
- ☐ I am hearing you say...

Does this Personal Medicine work for me?

☐ Yes – it helps me *(describe)*:

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Agree to disagree

People don't have to agree on everything. It's ok to have different opinions. It's ok to agree to disagree. Acknowledging this and simply agreeing to disagree can help diffuse a tense conversation.

Effective Communication 05



When in a conversation and unable to find common ground, I agree to disagree by saying:

- ☐ We are both passionate about our beliefs. Let's agree to disagree on this one.
- ☐ I admire how strongly you feel about this. But I feel strongly too. Agree to disagree?

Does this Personal Medicine work for me?

- ☐ Yes – it helps me *(describe)*:
- ☐ No – I will try another

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Be mindful of body language

Our bodies are communicating, even when we aren't speaking. Certain kinds of body language can cause problems. Becoming aware of our body language is a first step in matching our body language to the situation we are in.



Describe how my body communicates:

- ➡ Boredom
- ➡ Anger
- ➡ Attraction
- ➡ Annoyance
- ➡ Fear

Does this Personal Medicine work for me?

☐ Yes – it helps me *(describe)*:

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Get comfortable with silence

Most of us feel uncomfortable when there is silence in a conversation. We might try to fill the void with small talk, or offer up suggestions or advice. Being comfortable with silence means using the time to just be with the person and reflect upon what was said. After all, the word *listen* contains the same letters as the word *silent*.

Effective Communication 07



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Effective Communication 07



Before breaking silence in a conversation, I:

- ☐ Count to 10
- ☐ Take a deep breath

Does this Personal Medicine work for me?

☐ Yes – it helps me (*describe*):

☐ No – I will try another

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Before breaking silence in a conversation, I:

- ☐ Count to 10
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Does this Personal Medicine work for me?

☐ Yes – it helps me (*describe*):

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Keep it short and sweet

A conversation is a two way street. It's important not to dominate the conversation and do all the talking. Give and take is important. Especially in casual conversations, it's important to keep things short and sweet and to give others a chance to talk too.

Effective Communication 08



When talking with others, I prepare ahead of time to keep things short and sweet.

Main points to discuss:

Body language signals to look for:

Give myself a time limit of _____ minutes before wrapping up what I want to say.

Does this Personal Medicine work for me?

☐ Yes – it helps me *(describe)*:

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Practice taking the opposing viewpoint

When we find ourselves at odds with another person, it can be difficult to come to an agreement. Practicing empathy by stepping into their shoes for a moment can help us see things in a different light.

Effective Communication 09



I ask myself:

- ➔ What does this person think?
- ➔ How is this person feeling right now?
- ➔ Where are they coming from?
- ➔ How would I feel if I was in their shoes?

Does this Personal Medicine work for me?

☐ Yes – it helps me *(describe)*:

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Speak for myself

Sometimes it can be tempting to ask others to speak for us. For example, asking a friend to find out if a co-worker is angry at you. Or asking your mother to ask your cousin for money for you. Communicating indirectly through others can backfire. Even though it's scary, it's best to speak directly to the person we have something to say to.

Effective Communication 10



Things that keep me from communicating directly are: *(example: fear of rejection)*

Does this Personal Medicine work for me?

☐ Yes – it helps me *(describe):*

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Personal Medicine: Effective Communication

Is my Personal Medicine powerful?

- Is it a specific activity, not a feeling/state-of-being? ☐ Yes ☐ No
- Is it something I do now, not a future goal? ☐ Yes ☐ No
- Is it something I do, not something I take? ☐ Yes ☐ No
- Does it say how it helps me? ☐ Yes ☐ No

Effective Communication Blank

Personal Medicine: Effective Communication



My plan:

Does this Personal Medicine work for me?

- ☐ Yes – it helps me *(describe)*:
- ☐ No – I will try another

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Personal Medicine: Effective Communication

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Effective Communication Blank

Personal Medicine: Effective Communication



My plan:

Does this Personal Medicine work for me?

- ☐ Yes – it helps me *(describe)*:
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