

COMMUNICATION
SKILLS TO
MANAGE
ANXIETY

WORKSHEET

Learning to communicate effectively can lessen your anxiety. Follow the prompts on the next page to prepare for difficult conversations...



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1. Begin your discussion with a softened start-up. For example: “I would like to talk to you about something that might be unexpected. Will you hear me out before responding?” Write a softened start-up below to initiate the conversation.

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2. Use ‘I’ messages. Begin your statements with the word I to take responsibility for your thoughts and feelings – avoid saying ‘you...’ For example, “I would like to take the lead on the xyz account. Although others on the team have more experience, I believe that I am ready for this responsibility. Here is what I have to offer. . .” Write some ‘I’ messages that express your thoughts and feelings below..

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3. Ask directly for what you want, as in the example above. Avoid passive or passive-aggressive communication. For example, “What would you think about my taking the lead on the xyz account?”

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4. Paraphrase what the other person says to ensure you understand his/her point. For example “If I understand you correctly, your concern is that I already have too much to do and would not be able to commit enough time to the project.” This allows the other person to clarify any misunderstandings.

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5. Be prepared to negotiate. For example, “I am confident that I can handle the new project. I will be finished with the abc project in two days. I would like to begin the new project at that time. If needed, I can delegate some of the tasks to others on the team.” List some key points for your discussion below

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