



UPPER ISLAND ASSESSMENT & RESOURCE SERVICE

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Top 10 Communication Do's

1. Listen: eye contact, reflection, interest, questions.
2. I statements – to express **your** feelings or experience
3. Empathy – try to understand the other person's position, situation, or beliefs.
4. Ask kindly for what you want. Don't expect to get it.
5. Learn to say no. Learn to accept when other's say no.
6. Be careful with touching – think about whether it is appropriate or appreciated.
7. Learn that conversation requires a back and forth – share, listen, share, listen.
8. Be honest – always.
9. Learn to be comfortable with disagreeing. Learn to compromise and negotiate.
10. Learn to argue without put downs, criticism, attack or defense.

Top 10 Communication Don'ts

1. Using criticism, put downs, or name calling.
2. "Uh huh, ya, uh huh, ya, whatever, fine" (Passive-aggressive, not listening).
3. Not making eye contact – using body language that suggests you aren't listening.
4. Talking more than listening.
5. Yelling. Violence.
6. Displaying anger in a way that is hurtful to someone.
7. Disagreeing with everything they say – insisting you are right.
8. Defensiveness, defensiveness, defensiveness.
9. Mind-reading – assuming you know what they will think, say, do.
10. Lying – dishonesty.