








# Healthy Communication

## Conversation Guide

	<p><b>Observation</b></p> <p>Communicate your observations without interpreting them. Just the facts without any judgement.</p>
	<p><b>Feelings</b></p> <p>Understand your emotions and express them in a non-judgmental way. Remember, we are responsible for our feelings. Use 1-2 words to express the feeling.</p>
	<p><b>Values and Needs</b></p> <p>Express your value or need that isn't being met. Again, no judgement, just facts.</p>
	<p><b>Request</b></p> <p>Make a clear request. This needs to be specific and something they can actually do. Remember, this is a request, not a demand.</p>
	<p><b>Emergency Empathy</b></p> <p>Ask how they feel and why. "Are you angry because you don't feel listened to?" Remember to ask - not tell. You can repeat this as many times as needed to clarify what they are feeling and why.</p>

# Healthy Communication

## Active Listening

	<p><b>Encouragers</b> Use short words and signals to signal listening and engagements e.g., nodding the head, words like 'yes' 'no' 'Uh-huh.'</p>
	<p><b>Open Body Language</b> To communicate openness, that the person is safe, and readiness to listen, sit with arms unfolded facing the person in an open posture.</p>
	<p><b>Repeat Back</b> Repeating some of the keywords back to the person to prompt for more.</p>
	<p><b>Summarizing</b> Sum up, using your own words, the main ideas behind what has been spoken about.</p>
	<p><b>Paraphrasing</b> Repeating back the last thought or few thoughts back to the speaker using your own words.</p>
	<p><b>Mirror the Speaker</b> Adopt the speaker's body language, language, and voice tone. If they are upset, choose a quieter, slower pace of speaking and a relaxed body language.</p>
	<p><b>Reflection</b> Pay attention to the speaker's mood or feelings and give your interpretation back to them.</p>
	<p><b>Balance silence with questioning skills</b> Allow time for the person to think about what they are going to say, use appropriate questions, if needed, to help the person open up.</p>