



Active Listening

- Face the person who is speaking.
- Focus your attention on what she/he is saying.
- Let the person finish speaking before asking questions or responding.
- When the person finishes, restate in your own words what you heard him or her say.
- Ask the person if she or he thinks you heard what he or she said correctly.
- Respond to what the person said.

Positive Messages

- Own the message. Use the word “I,” not “you,” “they,” or “we.”
- Discuss one issue at a time. Don’t use the “laundry list” approach.
- Describe the facts:
 1. What needs to be repaired or changed?
 2. What you have already done to fix it?
 3. How it is affecting you and your family/household?
 4. What you want/hope will happen?
- Don’t call the other person names or tell him what he/she has done. This will put the other person on the defense and meet your negative expectation.
- Start a conversation in a conflict situation only when you are, and can remain, calm.

