

Positive Effective Communication

www.DrJenniferJones.com

DO:

1. Encourage the Effort:

- *“I love how excited you are about learning something new.”*
- *“You stuck with it and did well! That’s great!”*
- *“I like your effort. Let’s work together to help you figure out what you don’t understand.”*
- *“That seemed easy for you, let’s give you something that challenges you.”*

2. Use “I” statements; “I see...,” “I feel...”

3. “When I (see/hear)...I feel...because I need/value...would you be willing to...?”

3. Use empathic listening: “Is it correct that when you (see/hear)...you may feel...because you need...?”

AVOID:

1. Generic Praise “Nice job!” “You did great!” “You’re so smart” “What a good boy/girl” (instead encourage with effort, see above)
2. Sarcasm / Yelling / Punishments
3. Guilt, eg “Now you’re really making me angry.”
4. Shame, eg. “You are so rude.”
5. Denying responsibility for our feelings/actions—using “had to,” “can’t,” “should,” “must,” and “ought.”

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Untitled Event

November 20, 2016
7-10pm

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www.example.com

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4321 First Street
Anytown, State ZIP



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