

Go to

Communication

Understanding Communication

Less than 10% of any communication is the words we use. Over 90% is our tone, volume, body language etc.

A softer tone, lowered shoulders, using fewer words and truly listening can transform a conversation.

Preparation to Talk

If possible, carefully consider the time and place. Absence of other pressures can make all the difference.

Talk with, not to.
Listen to hear, not respond.

Eye contact can be difficult for many so consider a walk'n'talk instead.

Conflict is unavoidable...it's how we deal with it that's important

Tactical withdrawal from conflict is NOT submission.

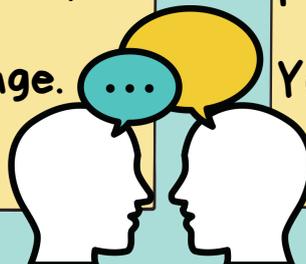
Try to visualise rows or arguments as fires. Are you going to be a petrol can or sprinkler system?

For difficult conversations try to:-

- Begin with something you agree on.
- Really listen.
- Be genuinely curious for the other view.
- Leave space for other to save face and become less defensive.
- Maintain neutral body language.
- Avoid 'you' and 'always'.
- Be kind.

Feelings are highly contagious, both good and the not so good.

Aim to prioritise care for yourself and protect your capacity to cope.
You will find it easier to communicate effectively.



We are in your corner here at Parentline, to listen, support or advise.
Please contact us Monday to Thursday 9am to 9pm, Friday 9am to 5pm
or Saturdays 9am to 1pm