

HOW TO COMMUNICATE CLEARLY

WHAT IS CLEAR COMMUNICATION?

- Influencing others
- Setting your boundaries
 - Respecting your own rights, while keeping a positive relationship with the other person.
- A form of persuasive communication

The difference between being aggressive and clear and how to avoid crossing the line:

SPEAKING UP FOR YOURSELF WITHOUT BEING AGGRESSIVE

Use the three C's

- 1. Clear:** When you want to be heard, make sure that your messages are straightforward and understandable. Use language that makes the listener clear on what you are saying. Avoid big or flashy words that can cause confusion.
- 2. Concise:** Do not beat around the bush or avoid the topic. By getting to the point quickly, you are able to limit the amount of confusion or misunderstanding distracting from your concern or issue at hand.
- 3. Conscientious:** This means giving respect to the others in a conversation. When people in a conversation feel respected, they are more willing to listen to what you have to say. Starting a conversation with a calm greeting or refraining from aggressive body language are two ways you can be conscientious in a conversation.

The goal of assertive communication is to get your point across in a way that the other person wants to hear. Speak to other the way you want to be spoken to.

HOW TO DEFEND YOURSELF WITHOUT LETTING YOUR EMOTIONS GET THE BETTER OF YOU

- 1. 🚗 😡 The hit and run:** they dump on you then leave. Tell them you would like to revisit that issue after you have had time to consider what they need. Give yourself time to think first.
- 2. 😱 ⏰ The hallway ambush:** they corner you as you are on your way to do something else and want a response now. Tell them you will get back to them as soon as you have had time to think about it.
- 3. 😞 😡 The misplaced blame:** not even your fault or responsibility. Say, "I can see that you're frustrated by that. Why do not you talk with "Joe" about why things were handled that way."
- 4. 😡 😡 The appropriately placed (but over the top) blame:** Your slip. Do not over-apologize, just acknowledge your mistake and move on. Say, "I'm sorry that I did that. I will try to make it up to you."

*Adapted from: Assertiveness Skills: A Guide to Positively Successful Communication
Rockhurst University Continuing Education Center, Inc (2008).*