



GroupWyse

Working Together Wisely

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GUIDE TO RESPECTFUL COMMUNICATION

By Bonnie Hovel

- ✿ Listen to understand, without interrupting or finishing another's sentences
- ✿ Acknowledge expressed thoughts and feelings rather than trying to change them or act like you know what they are without being told
- ✿ Do not bring up past mistakes or use harsh language to judge another's behavior
- ✿ Do not blame one person's problems on another
- ✿ Be patient, emotionally steady and consistent in your behavior with others; keep your temper in check
- ✿ Begin each conversation as if it were the first, with an open mind, good body language and a welcoming approach (even if you've been interrupted)
- ✿ Pay attention to others' attempts to communicate with you; be responsive and friendly, whether or not you agree with what's being said
- ✿ Be willing to communicate; do not use silence or withdrawal as tools to punish others.
- ✿ Don't make assumptions about the motivations of others; check it out! Talk to the person involved; don't triangulate.
- ✿ Guilt and shame have no place in respectful communication - be direct in your communication and ask others for the same.