Lesson 17: BETTER COMMUNICATION

All the Strategies in the World Will Not Help You to Resolve Conflicts if you do not communicate in caring, non-threatening, language. Language is the most effective way that humans have to express their needs; yet language often blocks, instead of helps, communication. Language can worsen or can help to resolve a conflict, depending on how it is used.

Is it possible to communicate effectively when you are frustrated and angry? Psychologists say yes. Difficult, but possible.

HERE ARE SOME SUGGESTIONS TO HELP YOU PRACTISE NON- THREATENING COMMUNICATION SKILLS.

WHEN SOMEONE...	**TRY**
calls you names or puts you.... down	John* I don't like it when you call me a nickname. Do you want to tell me what's wrong?
.. calls your mother a name.	Mary, I get vexed when you call my mother a name. If I did something to you, please tell me about it.
pushes you	William, I don't like when someone pushes me. Please stop it.
blames you for no reason	Rose, I'm sorry that you feel that way. What can we do to work things out?
tells a lie about you	Robert, I feel bad when you say things about me that are not true. Please tell me why you are angry.

*Using the other person's name gives him or her a feeling of respect and opens communication.

YOUR CHALLENGE!

Try your skill at using '-CARE' language in responding to each of the following situations:

(i) Your mother blames you for something your brother/sister did;

(ii) A friend dares you to do something dangerous;

(iii) An older brother/sister teases you;

(iv) A family member "troubles" your things;

(v) Your teacher blames you for talking too much.

As a peacemaker I learned

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