

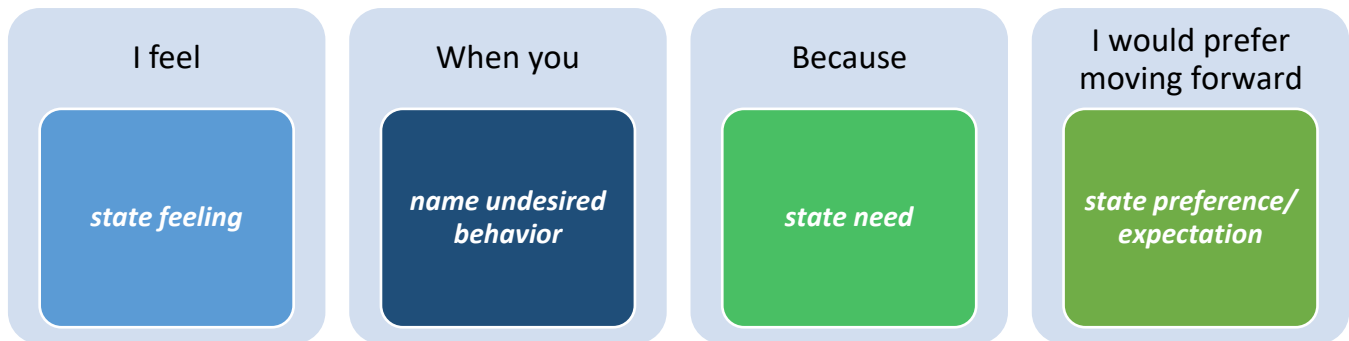
## Communication Skills Checklist

Communication Skills are essential to positive working relationships. Below is a summary with some resources and tricks of how to use them in your everyday work setting:

### “I” Statements

When you’re in a conflict or disagreement with someone, it can sometimes be difficult to express yourself without “turning up the temperature” on the conflict. “I” Statements can help you say what you need to say, from your perspective. Using “I” language reduces the chances others feeling attacked, criticized, or blamed.

The Basic Components of an “I” Statement are:



### Example “I Statement”:

I feel frustrated when you miss work deadlines because I need for us to complete tasks for this project on time. People are depending on us. I would prefer moving forward for you to complete assignments on the dates they are due.

### Conflict Resolution

The following Strategies can help you find common ground during times of conflict and resolve them:

<p><b>Identify the Problem</b></p> <p>It’s important to fully understand the point of conflict if you want to resolve it. Name the full concern so you can bring it to light to discuss and resolve together.</p>	<p><b>Ask and Answer for Yourself:</b></p> <ol style="list-style-type: none"> <li>1. What is it that is upsetting me about this situation?</li> <li>2. Have I fully labelled the concern?</li> <li>3. Is there anything deeper than this concern that I haven’t yet identified?</li> </ol>
<p><b>Shared Goals</b></p> <p>It’s important to establish and affirm common goals. When you can all agree on shared goals, you’re more likely to take the steps needed to achieve them together.</p>	<p><b>Ask and Answer for Yourself:</b></p> <ol style="list-style-type: none"> <li>1. What are the outcomes that you both want in this scenario?</li> <li>2. What actions can you both take to achieve your shared goals?</li> </ol>

<p><b>Discuss How You'll Meet Shared Goals</b> Beyond these initial steps, it's important to get into the details of what each person will do to meet these shared goals, as well as any barriers or challenges to meeting the goals that people face and how they can be overcome.</p>	<p><b>Key Points:</b></p> <ol style="list-style-type: none"> <li>1. Listen and learn from each other; brainstorm solutions together</li> <li>2. Create action steps and get specific: WHO will do WHAT by WHEN</li> <li>3. Write it down: it's helpful to have a record of decisions made and action steps planned out. This both guides the work and guards against any memory lapses.</li> </ol>
<p><b>Define a Collaborative Solution</b> It's important to chart a path together, among all people involved in the conflict, that prevents future conflicts/misunderstandings. This includes involving all people, defining who will do what, affirming commitment to these changes and why they will work</p>	<p><b>Key Points:</b></p> <p>Where Do We Agree:</p> <ol style="list-style-type: none"> <li>1. What areas can people involved in the conflict all agree upon for a solution?             <ol style="list-style-type: none"> <li>a. What are the limits to this solution, are there places that people can "agree to disagree?"</li> </ol> </li> </ol> <p>What Are We Committing To?</p> <ol style="list-style-type: none"> <li>2. Clarify commitments each person is making and why they think this solution will be effective. Get specific. WHO will do WHAT by WHEN/HOW OFTEN?</li> <li>3. Say out loud what you're agreeing to moving forward. Name the change that is being made and how frequently Example: "Moving forward, I will make the morning coffee for every Friday meeting. It's important for everyone to feel alert and cared for at the end of a busy week"</li> </ol>

## Listening Skills

<p><b>Active Listening:</b> Active listening is listening to another speaker:</p> <ul style="list-style-type: none"> <li>✓ with your full attention</li> <li>✓ paying attention to both verbal and non-verbal information</li> <li>✓ providing appropriate feedback to show you are paying attention.</li> </ul>
<p><b>Reflective Listening:</b> Reflective listening a listening strategy that promotes mutual understanding. There are 3 key steps:</p> <ul style="list-style-type: none"> <li>✓ actively listening to what the other person has said</li> <li>✓ summarizing it back</li> <li>✓ asking for confirmation that you have understood the person correctly</li> </ul> <p><b>Example Reflection:</b> So, if I hear what you're saying correctly, you're feeling unappreciated when I don't make coffee in advance of our Friday team meetings because everyone is tired and looking forward to a cup of coffee---did I get that right?</p> <p><b>Taking it Further:</b> In the future, I will... (do what), (by when, how frequently)</p>