

Personal Reflection Exercises...

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When I am faced with conflict I know how to handle myself. My first resort is communication. Good communication is cool water for a fiery conflict.

In order to communicate effectively, **I take my time to respond, never answering abruptly.** I take deep breaths and speak slowly.

I listen to the other person's point of view. I can listen to others without interruption. When someone is talking, I am genuinely listening and not just planning my next statement.

When I communicate with others, I respect their point of view. **My goal in communicating is not to be right, but to be work well with others.** I simply need to find a common ground for us to get along and accomplish our goals.

When I speak, I communicate my point of view in a way that is easy to understand. My words and tone are chosen carefully.

When others speak to me, I repeat back what I hear to be sure that I understand them. When I speak to them, I ask them to do the same, so I know they fully understand my meaning.

My experience has taught me that people communicate differently. People of different genders or cultures communicate in many diverse ways. I am aware of these differences and honor them when I speak to others.

My speech is free from accusations and whining. I can share my feelings and ask for what I need in order to effect change.

When my speech is clear, I get the results I desire from every conversation.

Self-Reflection Questions:

1. Am I able to talk calmly in a conflict?
2. What is my goal in communicating?
3. Am I a good listener?