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## Constructive Communication

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### “I Messages”

If you must bring up an incident from the past, or when you need to send the message that something someone did affected you in a negative way and you would like to request a change.

Use “I messages” = State as calmly and respectfully as possible:

I Feel .....

About .....

Because.....

And what (I Need / Prefer) I would like to have happen instead is.....

You must state the complaint and the request in **specific, behavioral** terms, So that the other person can know what you are saying in terms that are “do-able”. (words, actions, voice tones, facial expressions, gestures, body language)

For every incident from the past mentioned, you must have a **positive alternative request**, even if the request is to never experience the negative incident again.

The other person then has the opportunity to agree, disagree, or negotiate the desired change for positive growth, mutual consideration and understanding.

\*\*The goal should be to identify a positive alternative, prevent future upset, and identify what you want to have happen in any similar situation in the future.

Adapted from “Communication Skills” Matthew & McKay