

# Tips for Communicating with Tact and Finesse

## Three Types of Communication

- Assertive** "I" statements, expresses ideas without violating or putting down others, honest and self-respecting while respecting others, direct but tactful
- Aggressive** "You" statements, expresses own rights at expense of others, intent to humiliate, to "get even," puts others down, honest without tact
- Non-Assertive** Avoids conflict at all costs, lets others "take over", fear of not being liked, afraid of conflict, lacks confidence, fearful of disapproval
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## The Two Sides of Conflict

### The Good Side When Handled Effectively Ineffectively

One is part of the solution  
Increased productivity  
Leads to positive change  
Increases awareness of self & others awareness  
Leads to growth  
Increases self- esteem  
Creates camaraderie and morale  
One learns forgiveness and tolerance  
Respectful of others  
You have self control  
Leads to group cohesiveness, "we" focus

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### The Bad Side When Handled

One is part of the problem  
Decreased productivity  
Leads to negative change  
Leads to limited self/other  
  
Leads to inflexibility and rigidity  
Decreases self-esteem  
Lowers morale and teamwork  
One bears grudges and is resentful  
Disrespectful of others  
Others control you  
Leads to group splintering

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## Do's and Don'ts of Handling Conflict

### Don't

Get in a power struggle, overpower  
Try to change others  
Say "you" statements  
Get hostile  
Focus on the person  
"Awfulize"  
Look for the bad in others  
Hold grudges  
Be defensive  
Be part of the problem  
Judge others  
Be sarcastic  
Act impulsively

### Do

Maintain self control while helping  
Change the way you react  
Use "I" statements  
Be Forgiving  
Focus on the problem  
Look at things rationally  
Look for the good in others  
Forgive, heal resentments  
Be open-minded and flexible  
Be part of the solution  
Be accepting of others  
Use Humor  
Be response-able!



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