



Effective VS Ineffective Communication

Effective Communication

“I” Statements - Excuse me, I would like to finish my statement.

Objective/Descriptive Statements - You don't seem to be grasping my point.

Non-Evaluative Statements - I have the impression that you view women to be incapable

Specific Statements - I'm concerned that you've been late to work the last few days.

Taking Responsibility - I think we're going off the issue.

Tactful Statements - I don't agree with that.

Asking/Requesting - I got the coffee last meeting, so I'd prefer someone else got it today.

Honest Statements - I won't be able to make it at that time for the meeting, so I'd like to see if we could agree on another time.

Ineffective Communication

“You” Statements - You're interrupting me again!

Inferential Statements - You're not listening to me!

Evaluative/Judgmental Statements - You sound like a male chauvinist!

Over-Catastrophizing Statements - You're always coming in late to work!

Blaming/Giving “Shoulds” - You're taking me off the issue!

Tactless Statements - That was a stupid thing to say!

Demanding - I got the coffee last time. Someone else should get it today!

Dishonest Statement - I wouldn't be able to make it at that time for the meeting, but it really doesn't matter to me, as long as it's convenient for everyone else.



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