



## IMPROVE YOUR RELATIONSHIPS

# 6 MUST-TRY TIPS FOR BETTER COMMUNICATION



### BE PURPOSE-DRIVEN

#### Identify the goal of communication.

Serious discussions require a purpose-driven approach. Identify the goal – are you seeking clarity? Needing to be heard? Setting a new boundary? Apologizing? Delivering difficult news? Start the conversation by identifying the purpose of the talk.

### TAKE TURNS

#### Set boundaries to prevent interruptions.

Take turns speaking and allow the other person to complete their thought process without interruption. Ask that you be afforded the same courtesy.

### ACTIVELY LISTEN

#### Repeat the message you understood.

Confirm you understood the intended message by repeating it back to them in your own words. This step allows for clarification should it be required. Otherwise, it helps confirm understanding.

### ADDRESS INSTEAD OF ACCUSE

#### Talk about the situation and your feelings.

Clearly express how you feel. For example, "I get upset when you are late. I start to think you don't value my time." This approach reveals your vulnerability without making the other defensive.

### CONFIRM COMPREHENSION

#### Ask them to repeat the message they understood.

Directly ask the other to repeat what you've said. You can ask, "What did you understand from what I shared with you? I want to make sure we're on the same page."

### OFFER GRACE

#### Good communication takes time and practice.

You'll make mistakes in communication. There will be misunderstandings, especially because there is so much at play. Stress, timing, and health all have a role in how well we communicate on any given day. Give yourself and everyone else some grace. Be patient and loving as you keep working at it.



**BETTER COMMUNICATION FOSTERS BETTER RELATIONSHIPS.**