Communication without Judgement

- **Observations** are what we can see with a camera or hear with a tape recorder.
- **Judgements** are when we start to add our perceptions and assumptions into the mix.

Making Requests not Demands:
Ask for what you **NEED** and **WANT** in a respectful manner.

"Would you please explain what you mean by that? I don’t understand."

Silence:
Rather than responding with high emotion, don’t say anything. This helps cool-off the situation.

“We” and “I” rather than “You” language:
Emphasize that you’d like to work **TOGETHER** to resolve the problem. Talk about yourself: What you **NEED**, **WANT**, **FEEL** and **THINK**!

“How can we fix this situation?”
“I’m upset when the work isn’t done on time because I need support with turning in this group project by the due date.”

Focus on the problem, not the person:
Use **OBSERVATIONS** rather than **JUDGEMENTS**.

“It is difficult for us to work together when there is a lot of misinformation going around. Maybe we can talk about the situation and figure out what is really going on.”

Neutralizing:
Don’t **NAME-CALL**, **BLAME**, **JUDGE** or **CHARACTERIZE**. Don’t use **ALWAYS** or **NEVER**.

“At times, it seems like I’m not getting the full story about the issue.”

Reframing:
**NEUTRALIZE** negative language when **RESTATING**, **REFLECTING** or **SUMMARIZING**.

“I can see that you are very upset because I didn’t pay you back when I said I would.”

Reality Check:
Be **POSITIVE** about resolving the conflict by stating the **BENEFITS** of resolving it.

“If we don’t resolve this problem, we might get suspended. Do you really want that? I don’t.”

Suggest Solutions:
When faced with a problem, rather than focusing on what’s wrong, offer **SOLUTIONS**.

“I know that we have different points of view, so let’s talk so we can understand each other more.”

Remain open to ideas:
Tell the other person that you want to **LISTEN** to his/her point of view.

“What ideas do you have to make this situation better?”