

Traffic Lights & Communication Skills

- If you see a red or yellow light...respond by slowing down!
 - ◆ Open ended questions - open, curious, no agenda
 - ◆ Affirmations - what can you appreciate about them in this moment?
 - ◆ Reflective statements - Stay with their experience, not yours. Make statements about what they are saying. Doesn't mean you agree, okay to be wrong
 - ◆ Summaries - pull their thoughts together
 - ◆ Moment to Pause - take a breath, slow down your words, come back to the conversation later

- The background music: Empathy and Validation

- If you see a green light...you can either add your fuel to the conversation or slow down
 - ◆ 7 Elements of Positive Communication
 - Specific
 - Brief
 - Positive
 - "I feel" statements
 - Understanding statements
 - Sharing responsibility
 - Offering help
 - ◆ The 4 element recipe for ask (DIRI)
 - Describe what is going on (specific & brief)
 - I feel statement (emotion, not thoughts)
 - Request what you would like them to do (positive)
 - Inform how you will respond if they do and/or don't (control circle, positive, willingness to follow through)
 - ◆ Offering Sandwich
 - Ask
 - "Can I give you some feedback?"
 - "I have a thought I would like to share with you, is now a good time?"
 - "I have a hard question to ask...is now okay?"
 - If (and only if) you get consent, then offer your piece
 - Check in with them afterwards
 - "How was that to hear?"
 - "Does that make sense to you?"
 - "What do you think?"