

Communication - some practical hints to keep in mind ...

- 1 Say „I“ - instead of „one“, „they“, „it“.
 - 2 If you criticize: Say „and“ - instead of „but“.
 - 3 Say „won't“ - instead of „can't“.
 - 4 Say: „I am hungry“ - instead of asking: „Are you hungry?“.
 - 5 Give up understanding by paraphrasing and commenting on what the other tells you.
 - 6 Behind every question there is a statement.
 - 7 Stop explaining, complaining and blaming. Say what you really want to do. Be practical. Give examples.
 - 8 Refrain from verbal patterns such as „naturally“, „surely“, „definitely“.
 - 9 Your feelings are either right nor wrong: They belong to you. Don't use „why“ and „because“ to explain how you are feeling right now.
 - 10 Try to get in touch with what is happening to you right now.
 - 11 Avoid the mixture of facts and feelings. Say: „I am afraid of ...“ - instead of „It is somehow uncertain ...“
 - 12 You can't change the world until you accept the world how it is.
- And finally: You cannot NOT communicate.