



Guidelines for

Positive Communication In The Workplace

When you address a problem with a co-worker:

- Pick a **time and place** that is appropriate for both of you
- Start with an **“I” message**
- **Get to the point**
- Be **specific**
- Focus on **changeable behavior**, not personalities or motives
- Keep it **short**
- **Make a specific request**
- **Ask** if you’ve been clear
- **Ask** if the listener has any questions.
- **Listen.**
 - See it from their point of view
 - **Ask questions** until you understand
- **Generate options** and ideas for solutions that meet both individual’s needs
- **Suggest a plan or a future meeting** to continue

REMEMBER: You DON’T have power over the other person – You DO have power over your own actions and reactions.

Your immediate goal is NOT “for them to change.” Your goal is for YOU to communicate clearly and respectfully, and to find a mutually agreeable solution.