

## Effective Vs. Ineffective Communication

### Effective Communication

#### "I" Statements

*Excuse me, I would like to finish my statement.*

#### Descriptive Statements

*I don't seem to be getting my point across.*

#### Non-Evaluative Statements

*It appears that you are having difficulty speaking your mind.*

#### Specific Statements

*I'm concerned you've been late to work often.*

#### Tactful Statements

*I don't agree with that.*

#### Asking

*Could you please clean your room?*

#### Showing Empathy

*I see you are concerned but I think it will turn out.*

#### Respectful

*I can see that you're upset.*

### Ineffective Communication

#### "You" Statements

*You're interrupting me again!*

#### Inferential Statements

*You're not listening to me!*

#### Judgmental Statements

*Why are you so shy? Speak up!*

#### Over-Catastrophizing Statements

*You always come in late!*

#### Tactless Statements

*That was a stupid thing to say!*

#### Demanding

*Clean your room right now!*

#### Minimizing/Devaluing

*Don't worry about it! It's okay!*

#### Disrespectful

*Stop getting so upset about this!*