

Elements of Cooperative Communication

1. Show Affection (caring touch communicates)	7. Explore Values (needs, wants, desires, hopes)
2. Use Silence (don't react right away, take a time out, calm down, think about what to say, take a few breaths)	8. Be Empathic (inquire about what the other person is experiencing (e.g., thinking, feeling, wanting, observing)).
3. Be Kind (express appreciation, talk about something you like, general or specific)	9. Show Curiosity (explore subject in a creative and interested way)
4. Make Observation (tell the other what you see or hear, not your ideas or conclusions)	10. Use Playfulness (use of humor, but not when the situation is too serious)
5. Express Feelings (tell the other your emotional state, or show through tears, laughter, etc.)	11. Be Genuine (talk about what you really experience without deception)
6. Share Thoughts (describe your thoughts, not throw them in the other's face)	12. Be Inclusive (make a request not a demand, plan together, collaborate)

Volume - Low Tone – Calm/Cool body-language – Friendly/open

Commanding Communication

(Bad Habits of Communication)

Use of Force and Control

1. Physical Force (pushing, hitting, weapons)	7. Deception (making up stories, lying, exaggerating)
2. Threats (make threatens to harm someone physically or socially, such as ending a relationship, calling the police or lawyer)	8. Avoidance (too quiet, suppressing information flow)
3. Demands, Orders (telling others what to do and how to do it)	9. Exclusion (making a decision without including the other person)
4. Need Statements (telling others what they need rather than helping them figure out what they need themselves)	10. Interruption (taking over the conversation)
5. Blaming (Saying it is the other's fault)	11. Accusation (insisting the other person is guilty of some violation)
6. Judgment (using language that carries a judgment, e.g., you are selfish, which is a false observation)	

Volume – High Tone – Harsh/hot Body-language-stern/closed