

expressing a pleasant feeling

- ❖ **look at the person**
- ❖ **say exactly what s/he did that pleased you (*their behaviour*)**
- ❖ **tell the person exactly how you feel (*your feeling / emotion*)**

expressing a pleasant feeling

- ❖ look at the person
- ❖ say exactly what s/he did that pleased you
- ❖ tell the person exactly how you feel

| DAY | Person who pleased you | What exactly did s/he do that pleased you? | What did you say to him/her? |
|------------|-------------------------------|---|-------------------------------------|
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e.g. looking good, being considerate, helping out

making a positive request

- ❖ **look at the person**
- ❖ **say exactly what you would like the person to do**
(their behaviour)
- ❖ **tell the person exactly how this would make you feel**
(your feeling / emotion)

making a positive request

- ❖ look at the person
- ❖ say exactly what you would like them to do
- ❖ tell them how it would make you feel

| DAY | Person to whom you made your request | What exactly did you ask them to do? |
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you could use phrases such as:

I would like you to.....

I would appreciate it / be pleased if you would.....

active listening

- ❖ **look at the person (*the speaker*)**
- ❖ **attend to what is being said**
- ❖ **show that you are listening by nodding your head & saying things like 'mmm', 'uh-huh'**
- ❖ **ask clarifying questions**
- ❖ **check that you have understood what you have heard**

active listening

check the number of times each family member asks a question to clarify the ideas and feelings of other family members during a problem-solving discussion

| | Family Member 1 | Family Member 2 | Family Member 3 | Family Member 4 |
|------------------------------------|------------------------|------------------------|------------------------|------------------------|
| No. of Clarifying Questions | | | | |

person checking: _____

expressing an unpleasant feeling

- ❖ **look at the person & speak firmly & calmly**
- ❖ **say exactly what the other person did that upset you / triggered off your unpleasant feeling (*their behaviour*)**
- ❖ **tell the person exactly how this made you feel (*your feeling / emotion*)**
- ❖ **suggest how this might be resolved e.g. by making a positive request or arranging a time for a problem-solving discussion**

expressing an unpleasant feeling

if someone expressed an unpleasant feeling to you in a direct way, how might you respond

accept it, accept part of it, feel hurt, disagree

remember the value of expressing unpleasant feelings and remember that this is the person's own experience

focus on the action for the future

expressing an unpleasant feeling

- ❖ say exactly what displeased you
- ❖ tell the person how it made you feel
- ❖ suggest a way this could be avoided in future

| DAY | Person who displeased you | What exactly did s/he do that displeased you? | How did you feel? | What did you ask him/her to do in future? |
|------------|----------------------------------|--|--------------------------|--|
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e.g. I feel angry that you shouted at me, Tom. I'd like it better if you spoke more quietly next time.