

## Create Better Relationships: Daily Communication Practice

Here we use past interactions with others to practice, and through this improve our future interactions. We work on this on our own and can improve our relationships regardless of what the other person says or does.

Pick a recent interaction that was distressing or less than great. Choose few words to identify it: (e.g. "Fight over the car.") \_\_\_\_\_

What did the other person say or do? (Write it down as accurately as you can remember).

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What did you say or do? (Write it down as accurately as you can remember).

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How is the other person likely to feel based on what you said? (Not what you intended, but what is predictable or likely. Or, maybe check with someone else, "If someone said this to you, how would you probably feel?")

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We may be surprised that the very behaviour we don't like from others is often evoked by what we say & do.

Now come up with a more fruitful response to the other person using the iCARE points below.

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**intention** - What is your intention is what you are saying to the other person. Are you trying to be right, to win? Do you actually want to understand their experience and to have them understand yours?

**Compassion** – Are you checking to see if you understand the other person's experience using WET below?

**Words:** Did you begin by acknowledging what the other person said, capturing the essence of what they expressed?  
Demonstrating that you understood what they said is powerful. "Oh, so when I didn't call you back you figured that I got a better offer and didn't bother telling you."

**Experience:** Did you express your hunch about other person was likely feeling, their emotions or desires? The other person may have told you what they were experiencing, and if not, you can still make your best guess: "I imagine you felt really annoyed with me for that."

**Truth:** Did you acknowledge the truth, even a grain of truth, in what the other person expressed finding some validity even if you disagree with most of what they said? "Well, I've got to agree. I said I was going to call you back and I didn't."

**Appreciation** - Is there an opportunity to express something you genuinely like about the other person?

**Responsibility** - When you express your experience are you expressing your truth without blaming others?

**Encouragement** – Are you supporting what really matters to them, or pushing your own agenda?