

Worksheet: Communication as a Resource

Sort out a situation: What was sent, and what was received on which level?

1. The Situation

<u>Factual Information</u> Sender: Express clearly, be specific. Receiver: Check for correctness & relevance.	<u>Self-Disclosure</u> S: Use "I" statements, ensure congruence. E: Check your own mood & emotional triggers.
<u>Relationship Indicator</u> S: No devaluations, practice active listening. E: Don't take it personally; see it as a "suggestion."	<u>Appeal</u> S: Be open, no pressure, accept a "No." E: Take responsibility, ask rather than interpret.

2. The Four Sides of the Message

Factual Information	Self-Disclosure
Relationship Indicator	Appeal