

“I” MESSAGES

1. State and own feelings.
2. Focus on behavior and effects, not personal judgments.
3. State specific, reasonable expectations

“YOU” MESSAGES

1. Make another person responsible for the speaker's feelings.
2. Make personal judgments using put-downs and killer statements.
3. Make indirect, non-specific demands.

“I” MESSAGE FORMULA

I feel _____ when you _____
(Name feeling) (Describe behavior)

Please _____
(Request for change)

I- MESSAGE PRACTICE SHEET

Three Parts to an I-Message

- 1 - description of person's behavior in specific terms.
- 2 – how the behavior made you feel.
- 3 – explanation for the feeling – usually begins with “because”.

What Would You Do?

1. You've just finished a set up for the next manufacturing run.
You leave the room and return to find that your Co-worker has cleared the board of all your plans.

What would you say to her?
2. You're angry because your friend promised to save you a seat but didn't.
3. A co-worker tells on you for taking long breaks.
4. You and a friend make plans to do something and he/she doesn't show up.
5. Your co-worker always seems to do things better than you, And your boss always seems to remind you.