



## **Effective VS Ineffective Communication**

### **Effective Communication**

**“I” Statements** - Excuse me, I would like to finish my statement.

**Objective/Descriptive Statements** - You don't seem to be grasping my point.

**Non-Evaluative Statements** - I have the impression that you view women to be incapable

**Specific Statements** - I'm concerned that you've been late to work the last few days.

**Taking Responsibility** - I think we're going off the issue.

**Tactful Statements** - I don't agree with that.

**Asking/Requesting** - I got the coffee last meeting, so I'd prefer someone else got it today.

**Honest Statements** - I won't be able to make it at that time for the meeting, so I'd like to see if we could agree on another time.

### **Ineffective Communication**

**“You” Statements** - You're interrupting me again!

**Inferential Statements** - You're not listening to me!

**Evaluative/Judgmental Statements** - You sound like a male chauvinist!

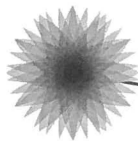
**Over-Catastrophizing Statements** - You're always coming in late to work!

**Blaming/Giving “Shoulds”** - You're taking me off the issue!

**Tactless Statements** - That was a stupid thing to say!

**Demanding** - I got the coffee last time. Someone else should get it today!

**Dishonest Statement** - I wouldn't be able to make it at that time for the meeting, but it really doesn't matter to me, as long as it's convenient for everyone else.



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