

## Communication Skills

Using these skills is the one of the most effective ways of truly connecting with others and resolving conflict. They are generally useful, and where two or more persons are in conflict, they become essential for productive resolution.

1. Listen. Don't make up what you are going to say in response while others are speaking. Devote 100% of your attention to listening clearly without judging or reacting.

2. Do not speak when controlled by anger. Wait for "the heat" to pass.

3. Be honest. Right speech (Gentle, no "edge" in voice. True + Kind &/or Helpful).

LISTEN

4. Be direct. Not running on endlessly or wandering about.

5. Stay on the subject. Don't avoid.

6. Admit that you are a contributor to any conflict situation.

LISTEN

7. Don't drag up the past. Stick with now.

8. Don't lay blame. Problem-solve.

9. Don't try to win. Make your objective understanding and finding workable solutions.

## LISTEN

10. Avoid questions, especially why questions. Rather, make statements.
11. Make “I” statements. (I feel..., I am..., etc.), rather than “third party” statements such as “you...,” “ one...,”and “they...” .
12. Express both content and emotion.

## LISTEN

13. Avoid the phrase, “yes, but...”, and synonyms.
14. Avoid the phrase, “if only...,” and synonyms.
15. Use the phrase, “I won’t ...”, instead of “I can’t ...”

## LISTEN

16. Don’t assume. Check out.
17. Don’t speak for others. Especially don’t tell them how they feel.
18. Don’t make threats. You can state consequences. Know the difference.

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