**FRIENDLINESs**
Adopt a tone of optimism and collaboration: “We are better together than we are apart.” “We can do this.”
Be open-minded: Flexible | Open to change | Tolerant
Map it out: Visualize the conversation and the outcome. Ask yourself, “What do I want for myself?”
“What do I want for the other person/relationship?”
Choose your method of communication: Talk face to face, via phone, or via text/email. Remember that written communication runs the risk of being misinterpreted more easily.

**LISTENING**
Respect. Be kind. People may not remember your exact words, but they will remember how you made them feel during the conversation.
Curiosity. Be curious about what the other person has to offer.
Empathy. Open your heart and show who you are. Relax and say to yourself, “This conversation is worth it.” The best form of empathy is to simply listen.
Silence is golden. Don’t interrupt, let silence happen, instead of waiting your turn, remain with the other person while they talk.

**NONVERBAL COMMUNICATION**
Relax and show you care with a smile, eye contact, and open posture. Pay attention to their movement and gestures. Ignore your phone. Respect personal space.

**SAYING “NO”**
• Stay true to your priorities.
• Take some time to answer.
• Say no to the request without rejecting the requester.
• No explanation needed.
• Make a counter offer (if you can).

**ASSERTIVENESS**
Characteristics of assertive people:
• Use “I” messages.
• Take responsibility for thoughts, feelings, needs, and actions.
• Maintain comfortable relationships even in conflict.
• Value your and their rights.
• Manage your anger.
• Be willing to compromise.

**DELIVERING BAD NEWS**
Start with a positive statement: “I do want to (their needs) and (my needs).
Boundaries. Set clear boundaries and know they may react.
Empathy. Express empathy for how hard it is to keep the new boundary. They may add irrational statements.
Truth. Reiterate the truth, especially your care and concern.

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**Contact**
801.442.3509 or 800.832.7733 | EAP@imail.org
Free confidential counseling services and 24/7 crisis hotline.