

Effectively Expressing What You Wish to Say

1. *Pick a good time to approach the person you wish to speak to.*

Don't jump into a conversation when a person is busy.

If a person seems tired or upset approach with concern and courtesy

2. *Try to keep your voice at a natural tone and level*

Do not start with a forceful or rude tone; a person will sense anger or disrespect

Name calling

Intimidating

Ridiculing

ALL ARE NEITHER POSITIVE NOR EFFECTIVE

3. *Be assertive not aggressive*

When you are assertive you express yourself confidently

Do not step on the other person's right to express him or herself

4. *Strong feelings dominating a conversation can be detrimental*

Take a break from the conversation

The discussion can be continued at a later date

START ALL CONVERSATIONS AS YOU WOULD WISH TO BE SPOKEN TO