

# COMMUNICATION BEHAVIORS: Moving from Negative to Positive



## Negative Communication

### *Refrain from:*

- Confronting
- Dominating
- Defending Yourself or Others
- Using Sarcasm
- Using Hostile Humor
- Repressing Your Emotions
- Insisting on Being Right
- Blaming Others

## Neutral Communication

### *While not as negative, refrain from:*

- Cooling Off
- Avoiding
- Apologizing
- Giving in or Backing off to Avoid

## Positive Communication

### *The key to successful interpersonal relations is engaging in:*

- Active Listening – Paying attention takes effort, and generates further dialogue and possibility.
- Empathizing – Get into the other person’s shoes to understand him or her.
- Inquiring – When you are curious, you help others feel understood.
- I statements – Speak from your experience to relate personally to what others are saying.
- Be aware of your internal dialogue – By giving yourself negative messages, you contaminate communication. Work on sending yourself positive messages.

Positive communication requires a commitment to being authentic. You demonstrate that you value others.

Lastly, the best way to develop skills of positive communication: **Practice, Practice, Practice!**

To improve your communication skills, call your  
Employee Assistance Program. We'll be glad to help!

**1.800.451.1834**

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