

## DO'S AND DON'TS FOR COMMUNICATING WHEN YOU'RE UPSET

### Do's

- ✓ Calm down before you talk with your partner
- ✓ Pay attention when someone is telling you how they feel
- ✓ Use "I" statements, not YOU statements
- ✓ Keep a calm tone of voice
- ✓ Listen really well
- ✓ Stick to the issue. Talk about the one thing that is bothering you
- ✓ Avoid blaming. Focus on fixing the problem



### Don'ts

- ✗ Do not talk when you are really angry
- ✗ Do not say, "I don't want to hear any of this"
- ✗ Do not blame your partner for all the problems
- ✗ Do not wait until you are so mad that you blow up and start listing ALL of things that are wrong
- ✗ Do not bring up old flights
- ✗ Do not use the words "always" or "never" for example... "You never call me anymore"
- ✗ Do not hit anyone or anything