

## The 'I Message'

**I feel** .....

*(feeling word)*

**when** .....

*(something is said or happens)*

**because** .....

*(how it affects you).*

### **Example :**

*I feel put down when you change channels without asking me because you seem to be ignoring what I might want.*

It is legitimate to follow the 'I message' with a statement like 'What I would like to have/happen is....'

### **"Naughty Words" (Communication Blockers) to avoid**

- It is good to avoid words like *must*, *ought*, and *should*, (or *must not*, *ought not*, *should not*) because they are often used to control or manipulate or judge.
- Words like *always*, *never* generalise and could deflect the discussion into semantics.
- *But* means "Ignore the words before the *but*, what I really want to say comes after".