



Facilitated Solutions

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Communication Worksheet

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Foundations

We are gifted with different personalities and communication patterns. These patterns make up who we are and how we communicate. There are times when we have “personality conflicts” which are simply different ways of communicating and different behavioral styles. This recipe can help you work through these conflicts and increase the effectiveness of your communication.

Describe the relationship or situation

Self Awareness

The ability to think about how we feel about a situation or interaction. We know when we are happy, we know when we are sad and we know when we are mad. Understanding how you feel about a situation is the first step to changing your behavior to improve/impact your interactions.

How did you feel during the last interaction?

Did you feel that way before, during, after or at all three segments of the interaction?

Conscience

Conscience is our ability to know when we’ve done the right thing and when we’ve done the wrong thing.

The majority of our interactions we don’t think about whether we were right or wrong. For the interaction/relationship described, were your actions correct or could you have done better?

Were your actions and your words right or wrong the last time you interacted with this person?

What was your motive? Were you trying to “win” or were you trying to increase the effectiveness of the relationship?

Imagination

A powerful gift that we don’t use enough in our personal and professional relationships. Stephen Covey uses the term “begin with the end in mind” We have the ability to think about the future and what attitudes and behaviors we need to place in a position of priority to be able to get to our imagined destination.

What can I do to create a positive outcome and a more effective relationship in the future?

Independent Will	
Everyone has the ability to say “yes “or “no” to effective or ineffective responses. Every interaction is an opportunity to improve the effectiveness of the relationship. We can’t control what people and the environment hand to us but we do control how we respond to it.	
If you find yourself in the same situation again will you choose to act different?	

INTERACTION WORKSHEET	Date:	Time:
Reason for the interaction Situation		
How did you feel before/during/after		
How were your actions/motives, do you feel good or bad about them		
What can I do to create a positive outcome and a more effective relationship in the future?		

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