



# Good Communication Matters

## In times of community unrest, good communication matters.

Miscommunication happens all the time, especially when tensions are running high. Poor communication can cause intense emotions, possibly ruin relationships and create discord within the workplace. Ensuring good communication can be vital to working through challenging times. When you make your communication better, you influence how others communicate back. Strong communication is key to increasing positive interactions.

## Suggestions for improving communication

1. Look directly at the person speaking to you.
2. Practice calm body language and facial expressions.
3. Don't speak until the other person has finished talking. This allows you to really listen to what they are saying instead of formulating a response.
4. Sum up what you heard them say so you can make certain you understood what they were trying to say.
5. Try to come up with a mutual agreement or understanding, even if it is to disagree.
6. Practice not taking things personally.
7. Practice using "I" statements more instead of "you."
8. Using the word "you" is often a verbal attack word.
9. Using statements such as "I see it this way ..." or "I think ..." can help diffuse emotions and allows for better communication.

Your EAP can offer you information, resources and assistance as you work on improving your communication skills.

Contact us today to learn more about how to improve communication. Reach out, we are here for you. Call us at 800-327-4968 (TTY 877-492-7341) or visit [EAP4YOU.com](http://EAP4YOU.com)