Delivering Whole Messages

VALUE-ABILITY

Purpose:	This is a process model to help people express themselves and get their message across without attacking the other person or damaging the relationship.
When to Use:	• When discussing issues where there may be different opinions. • When providing feedback to an individual or team. • When discussing boundary issues.
Process:	Giving a whole message in communication involves sharing and using your observations, thoughts, feelings and goals. This process needs to be used with active listening to ensure effective communication between people.
Share Specific Observations:	• Things that you have seen, heard, smelled or touched. • Numerical information.
Examples:	"I see that we have (insert numerical or observations) you have not turned in your homework assignments over the last two weeks." "I have noticed that you have arrived home on our agreed upon time frame the last four nights."
Express Your Thoughts:	Interpretations Conclusions Inferences Firmly help opinions Guesses
Examples:	"I keep thinking there must be a more effective way to train our people in doing name the product." (thought) "Based on the facts I have available to me, I believe there is a need to do a better job of getting our homework in on time." (conclusion) "Your continual lateness implies to me that you do not consider these boundaries we agreed upon as a priority." (interpretation) Continued on next page
Express Your Feelings:	This involves verbalizing emotions which fall into three broad and easily remembered categories: Glad (happy, pleased, relieved, excited, etc.) Mad (angry, annoyed, frustrated, etc.) Sad (disappointed, afraid, depressed, etc.)

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Examples: "I feel really discouraged about our production over the last two weeks."

"I am disappointed that our agreed upon curfew has been broke."

"It is exciting to me to be part of a team where we are able to work together to improve productivity."

Define Your Goal:
- Objectives/goals
- Needs/wants
- Desires/priorities
- Motives/intentions

Examples: "I want to sit down with you and discuss your homework assignments to determine where the breakdown is occurring.."

"I want you to make it a priority to come home at our agreed upon time.

"I hope we can continue to keep our communication open and honest as we work together moving forward."

CONFLICT RESOLUTION MAP

	COMMUNICATOR	LISTENER
OBSERVATIONS *(See)*	• Provide facts and information • Share things you have heard and seen • Share observations	• Ask open-ended questions • Paraphrase/summarize facts and observations
THOUGHTS *(Think)*	• Share thoughts • Share questions you are asking yourself • Give interpretations	• Ask about interpretations and point of view • Paraphrase meaning
FEELINGS *(Feel)*	• Share feelings—Example: » anger » fear » caring	• Reflect feelings • Ask for feelings
GOALS *(Want)*	• State your: » goals » motives » ideas and solutions » agreements	• Ask open-ended questions and paraphrase the other person's: » goals » motives » ideas and solutions » agreements

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