

EMOTIONS AND COMMUNICATION

Everything we do, think, and feel are connected. They influence and change each other. We communicate our thoughts and feelings to others through our words, tone of voice, body language, and behavior. How do your emotions affect how you communicate?

1

SITUATION

What happened?
What was the trigger?

2

FEELINGS

What were you feeling?
What do you think the other person felt?

3

THOUGHTS

What were you thinking?
Were your thoughts positive or negative?

4

UNDERSTANDING

What did you want to communicate?
What did the other person understand?

5

PERSPECTIVE

What was the other person trying to communicate to you?
What did you understand?

6

RESPONSE

How did you respond?
How did your body react?

7

CHANGE

What could you do differently next time?



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