Five Steps for Effective Communication
Resolve communication problems in your scenario by following these steps.

1. Define the Problem
   - Describe the communication problem

2. Express yourself using I-statements
   - Find your voice

3. Use non-defensive listening
   - Hear the other person's meaning-not yours. Listen for his or her intent

4. Ask for feedback to determine mutual understanding
   - Take responsibility for the delivery and reception of your message

5. Reflection
   - Reflect on your listening skills and if you were understood

6. __________________________________________________________________________

Say What? The Communication Process
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