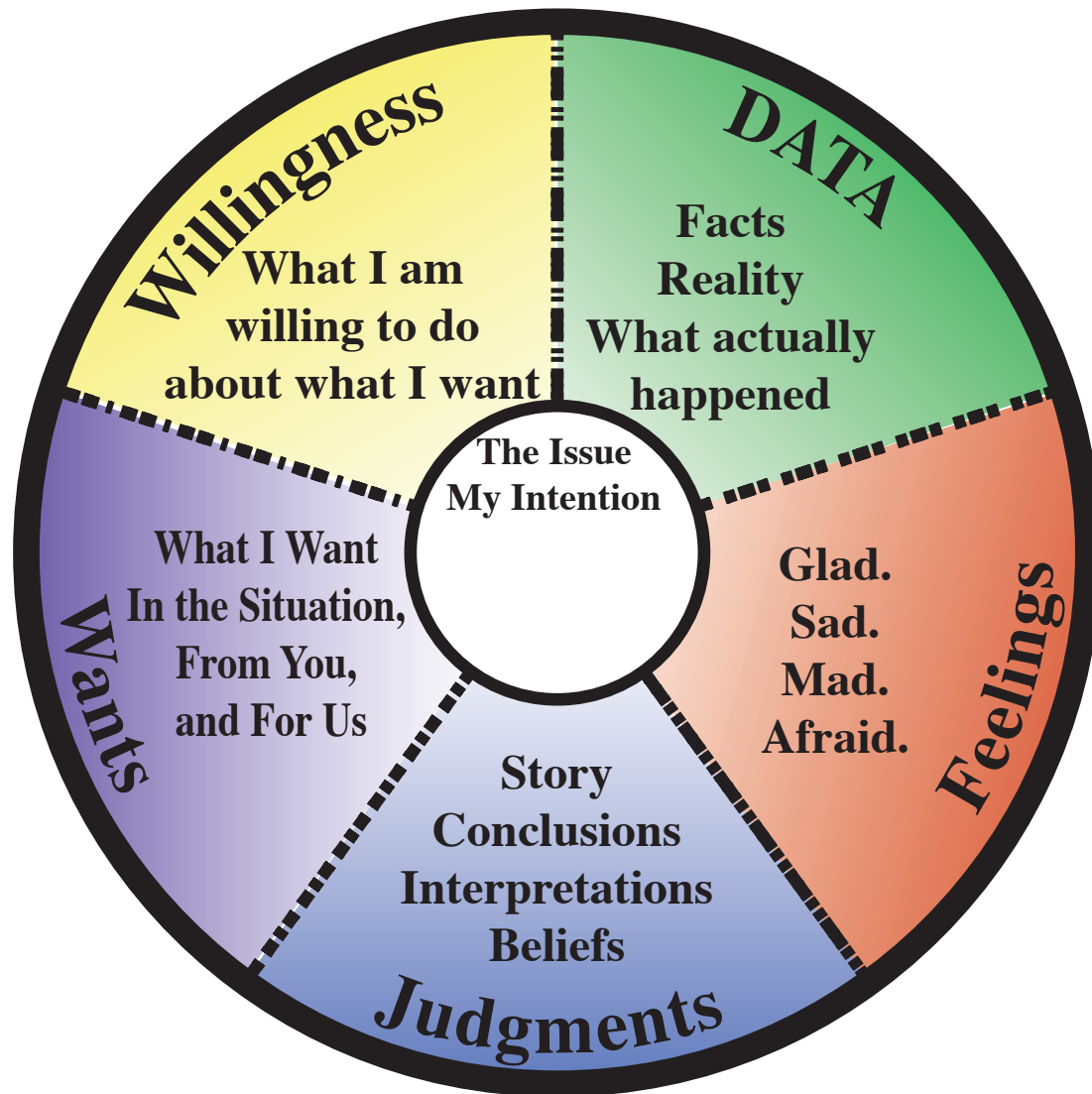


COMPLETE COMMUNICATION



Complete Communication is critical in any situation where conflict or misunderstanding can arise. This is a non-defensive way for letting another person know the impact of his/her behavior on you. This is not an accusation or blaming communication.

Start with the data, what you actually heard the other person say or saw him/her do—what a video camera would capture. The Data produces Feelings and Judgments in you which you can share as belonging to you. Make sure you include what you Want, not only from the other person, but what you want for the both of you...how you want your relationship to be. Finally, let the other know what you are willing to do to resolve the situation, strengthen the relationship, and get better outcomes.