

3 C's of Mindful Communication

Clear

"Mind Your Business"

Name what you are feeling and speak from your perspective only. Beginning your statement with "I" will keep you focused on you and your experience.

Concise

"Mind the Time"

Do not use an argument or discussion as an opportunity to go through your laundry list of issues. Monologuing does not have a place in mindful communication.

Considerate

"Mind Your Manners"

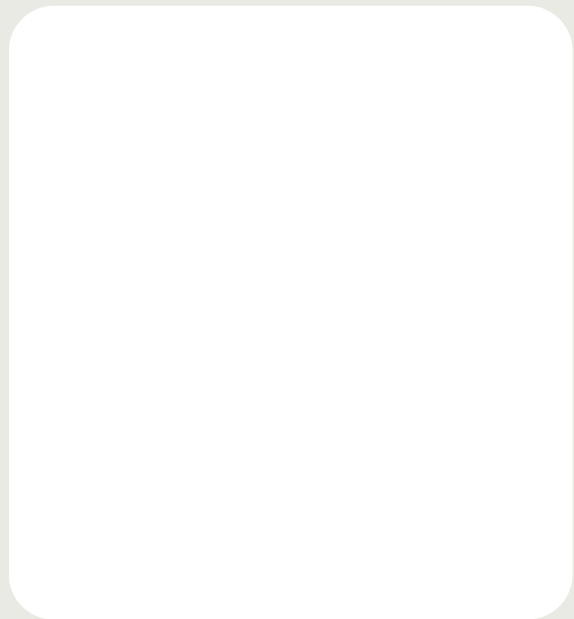
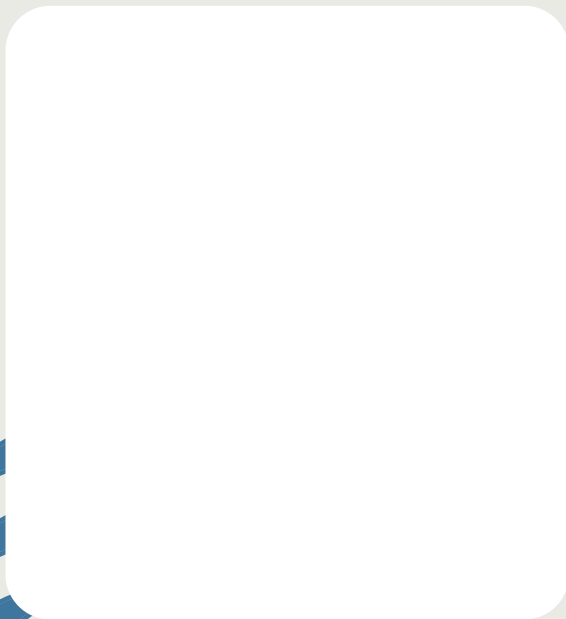
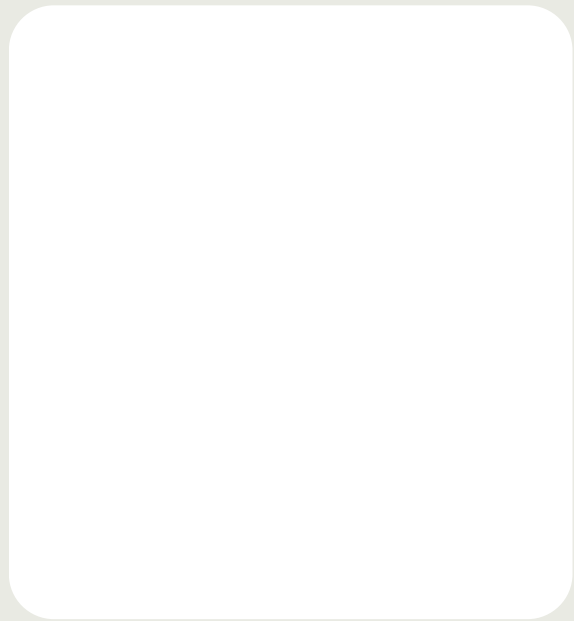
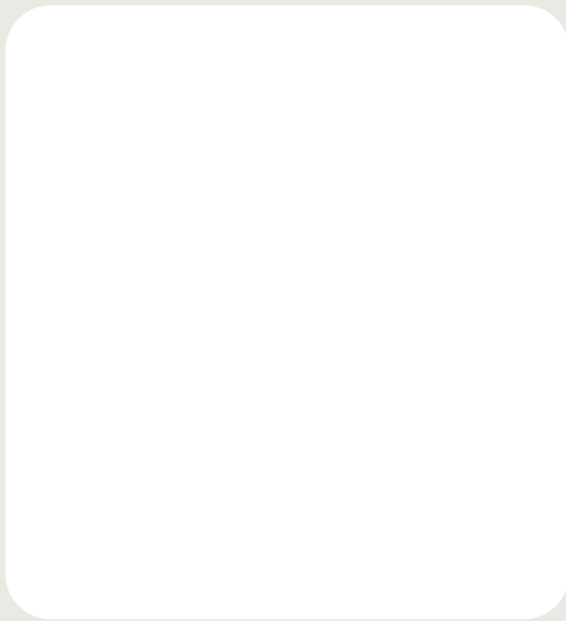
Be careful of "you" statements. Beginning with you will often go into blame, critique, or contempt.

Instead of This:	Try This:
<p>Hi Beth, I am emailing to see if we are still on for today at 1. I have a lot of work I need to get done and I haven't received a confirmation from you.</p>	<p>Hi Beth, I am confirming our meeting for 1. If I don't hear back by 11am, we'll need to reschedule as I have a very dynamic day to account for.</p>
<p>(sits quietly and is secretly feeling offended by conversation with colleage/supervisor)...Yes that sounds great. I'll get right on it. (later is feeling resentful and subsequently has tense interactions with aforementioned person)</p>	<p>I hear the action items you want me to do. The tone and delivery of this conversation is challenging for me. I need to step away for water/a breath and then can we continue OR I hear the action items you would like me to do. Can I give you feedback on some ways this conversation would have been easier for me because its current delivery was very difficult.</p>
<p>You haven't been meeting deadlines like you said you would. Are you okay?</p>	<p>I've noticed mutually agreed deadlines are being missed. How are you doing? Is there any support you need?</p>

TRY IT OUT

What I want to say

How I can mindfully communicate



Grounding technique

A calming technique that connects you with the present by exploring the five senses.

5

things you can
see



4

things you can
touch



3

things you can
hear



2

things you can
smell



1

thing you can
taste



Problem Solving: The ASE Way

Parties Present:

Date:

Facilitator:

Accept

What is the problem being addressed?
Prioritize facts and clarity.

Sentered

How has each party contributed to the problem? Do not seek a 50/50 split but rather aim for the best balance available.

Energy

What will each party commit to doing to address the problem and prevent its resurgence? Are there additional resources needed to facilitate a solution?



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Clear Conversations, Stronger Teams: Enhancing Effective Communication and Conflict Resolution

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