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– Reinventing Conversations –

Do you ever feel frustrated, confused, and/or at a loss for words during conversations? Or do you know what you want to say but are unsure how to phrase your request? Join the crowd—we've all experienced these situations!

I recently learned about compassionate communication—it goes beyond “I messages” and provides a better framework. First, you share an *objective observation* about the issue. Then you share a *feeling* about a *need* that's not being met. Finally, you *request* a specific action. And it's most effective to sandwich these comments between beginning and ending positive statements that express appreciation and gratitude.

Here's an example of a parent speaking to her son's teacher:

I want to thank you for your commitment to seeing all students as competent learners. I've noticed that when John is taken to the resource room for reading help, he comes home saying he's dumb and he hates school. I feel disheartened because John's need to feel he's really part of the third grade class is not being met and it's having a negative impact on his overall school experience. What would it take to provide additional reading instruction to John in his third grade classroom? I really appreciate all you do to ensure John's inclusion and success in third grade.

We also need to hear these four pieces of information from others: what the person observes, feels, needs, and requests. It's also important to hear the unspoken messages that may be communicated by another's tone of voice, body language, etc. Improvements in our communication can increase trust and enhance relationships, generating better outcomes for all!

Identify your vision: Recognize your needs and those of others.

Use your voice: Describe your observations without judgment.

Work together: Focus on deep listening, fostering respect, and connecting with others.

Please let me know if you're interested in one of my presentations and/or customized consulting and coaching. What we anticipate determines what we find!

Charmaine Thaner