



Sometimes you may have difficulty speaking to certain people. It is especially difficult if you are upset by something someone said or did, and you want to let this person know how you feel. It is important to express how you feel or you may begin to feel resentment. This can then lead to stress and angry outbursts.

If you practice these simple tips, you may find it easier to communicate:

- Ask one question at a time. Be specific about what you want to know and what you want the person to do.
- Make eye contact with the person.
- Be aware of your tone of voice. Do not sound loud or angry.
- Be aware of your body language. For example, do not stand with your hands on your hips.
- Tell the person what he/she did or said has upset you.
- Tell the person how you feel by using “I” statements.
- It is also important to give positive feedback when someone has done or said something nice.

Adapted from: Treatment Protocol Project (1997). *Management of Mental Disorders* (2nd ed.). Sydney: WHO Collaborating Center for Mental Health and Substance Abuse *by:* Susan Charlton RN, BScN & Elizabeth Emberly RN, BScN (CDMHP, 2003)

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