GENERAL COMMUNICATION GUIDELINES

CREATED BY EMILY HINRICHSEN STRICKLAND

1. Take a step back.
2. Do not talk when emotions are high.
3. Decide if the situation warrants a conversation.
4. Set up a meeting for an appropriate time.
5. Use "I" statements.
6. LISTEN: If you do not leave the conversation with one new piece of information/understanding about the situation or other party, you did not listen well.
7. Be direct but kind.
8. Do not take things personally.
9. Give the other person time to process.
10. Step away if needed.
11. Keep the conversation private.
12. Remember: It's difficult for the other person too!
13. Use the "3-Day Guide" to hold yourself accountable. Within three business days of recognizing a conflict exists, do something about it.

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ILLINOIS COALITION
AGAINST DOMESTIC VIOLENCE