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GOOD COMMUNICATION (2)

1. **My point of view:**
 - I feel
 - I need (next time)
2. **Your point of view (empathy):**
 - You feel
 - You need (next time)

THREE RULES OF GOOD COMMUNICATION

1. Focus on feelings, not facts.
2. **Sending messages:** stick to what you know.
Thus, maximize "I statements" (e.g., I feel ...; I need ...), and minimize negative "You statements" (e.g., You're so selfish, critical ...; You should have ...).
3. **Receiving messages:** summarize what you just heard. Then ask, "Did I hear you right?" or "Do I understand you?"