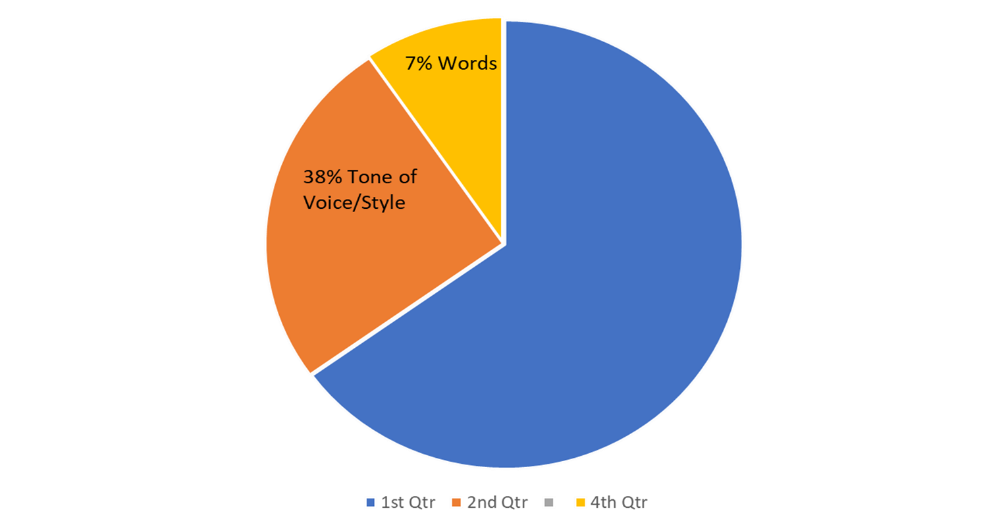
**10 C’s to Communication** 

# Coordinate

* Prepare and coordinate as much as possible
* Review steps and present skills
* Set differences aside

## Connection

* Find the right time to connect
* Define your higher purpose and need…then bid.

## Content

* Peaceful, happiness of satisfaction
* Material presented with assertiveness
* Set some rules
* Define the Problem
* When I …… (I feel, I need, I am willing to do) statements

## Context

* Coherent, it's logical. All points are connected and relevant to the main topic, and the tone and flow of the text is consistent
* Form the statement and idea
* Storyline or purpose of the conversation
* Define Goals
* Positioning of the content

## Control

* Control Thinking Error stories
* Mindful of body language and tone
* Know when you are in FFF before flooded
* Know your triggers to stonewalling or defensiveness
* Actions hijacks words
* Experiences hijacks knowledge

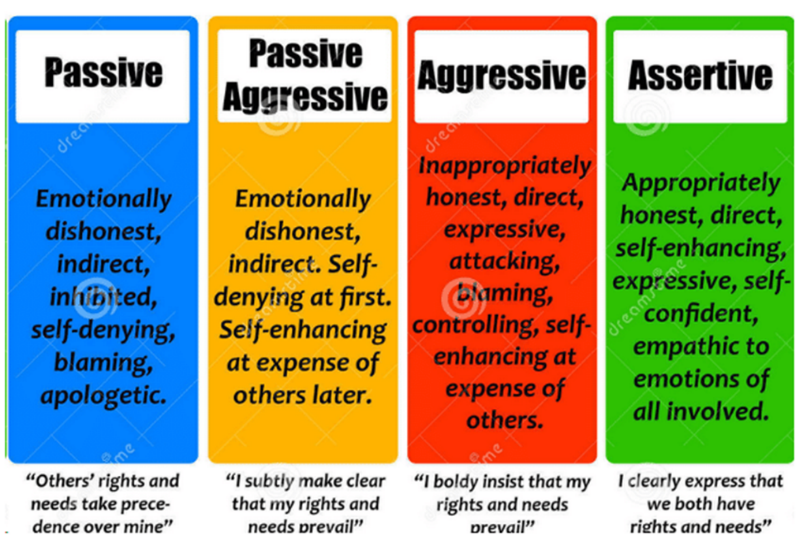
## Clear and Crucial

* How Crucial 1-10
* State Facts
* Be clear about your goal or message
* Stick to the point and keep it brief
* Agree on a Win Win action plan

## Commitment

* Strong belief in something, a promise to do something
* How high is the stake?
* List your top ABC’s
* List Pro’s and Con’s
* Known Values

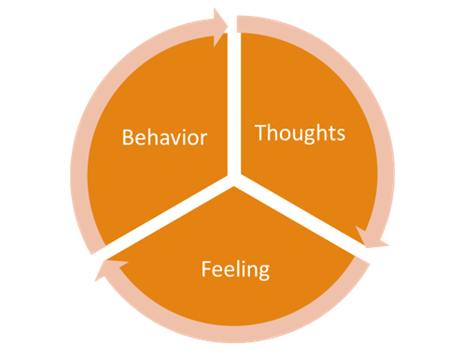
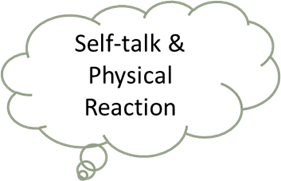
## Correspond

* Seek to understand before understood -Habit 5
* Active listening and reflective skills (handout at end)
* Assertive connection
* Stay in a safe space
* Back and Forth
* Probing and Restating
* Know your triggers
* Stay logical

## Courteous

* Polite speech or action, especially one required by a settlement
* Calm assertive action
* Quality of manners or social conduct
* Kindness
* Respect, understanding, and with consideration

## Closure

* Greater Influence
* Solutions to Problems
* Clarity
* Faster Conflict Problem
* Seeing Others Perspective
* Love, Belonging, and Healing
* Mutual Understanding
* Win-Win
* Rephrase, Reflect, Repair
* Body Language with Reflection on Feelings with Ears, Eyes, and Heart
* Focus on the speaker

If you get stuck, just repeat what is being displayed

* Don’t be afraid of silence, just wait and listen
* Don’t correct the emotion just make statements
* Use language like…You seem... You sound... What I am hearing is...You're feeling now…
* Do Not advise, reply, solve, fix, change, judge, agree, disagree, analyze, or question

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