

Communication Tips

01

"I" STATEMENTS

"I would like to..." "I choose..."
"I feel..." "I need..."
"I do not agree that..."

XYZ Formula for Assertive Communication
I feel **X** when you do **Y** in situation **Z**, and I would like...



02

EXPRESSING AN OPINION

"In my opinion..."
"From my perspective..."
"As I see it..."
"It is my experience that..."
"I understand the situation to be..."



03

EXPRESSING FEELINGS

"I feel frustrated when..."
"I feel uncomfortable with..."
"I feel appreciated when..."
"I feel concerned about..."

04

DISAGREEING RESPECTFULLY

"I see it differently."
"I understand your view, and I don't agree."
"That's not how I see it."
"I respect your opinion, but..."

