

WISER COMMUNICATION

When you are faced with a difficult conversation or need to help two or more people with resolving a conflict or problem try the WISER communication tool. It will help you remain centered, calm, focused and balanced.

*(The following has been adapted from
Marshall Rosenberg's
non-violent communication)*

WISER STANDS FOR:

W

When I saw, heard...

I

I felt...

S

Speak your truth

E

Empathize with the other person

R

Request what you would like in the future

HERE ARE THE STEPS TO ACHIEVING WISER COMMUNICATION:

When I saw, heard:

- Begin with "I" statements like "I heard", "I saw" etc. to DESCRIBE what happened
- Give details, be specific, don't generalize
- Describe the situation, don't describe the person

I felt/feel

- State how you feel and say it in a simple way
- Avoid judgment, this step is about saying how you feel. Instead of saying "You were rude", say something like "I felt hurt or angry by your tone"
- Stick with your feelings, be brave and say how you honestly feel

Speak your truth

- Explain why you felt the way you did
- Again, avoid judging the other person. This is your truth

Empathize

- Empathy means seeing the situation from another person's perspective
- Think about how they may be feeling in a particular situation
- Communicate this empathy by saying things like "I realise you were tired/stressed/misunderstood the situation/heard incorrectly"

Request what you would like

- This step is about finding a resolution and moving forward
- Say things like
"Please can we..."
"What I needed is..."
"What I would have preferred is..."

Once you have followed these steps, your job is to LISTEN.

Give the other person a chance to say how they feel Listen without judgment and without thinking of your response

*WISER Communication,
Resource Hub
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