

1). "I FEEL" STATEMENTS

These statements take the form of **When you** did that thing, **I felt** this way. "I liked it when you did that", "I did not like it when you did that". "That thing" is a behaviour that the other person did, and "this way" is your specific feeling.

Some examples are:

- When you touched my cheek at the dinner table, I felt really close to you.
- When you told your friends how we are pinching pennies to send Marcel to college, I felt embarrassed.
- When you told me to go on a diet, I felt hurt.

When expressing irritation, it generally it's a good idea to first describe the specific behaviour you find offensive and then express your feeling. The reason for this is that people get scared and immediately defensive when the first words they hear are "I am angry with you".

2). "MIXED FEELINGS" MESSAGES

These statements take the form of naming more than one feeling and explaining where each is coming from. Some examples are:

- My salary increase is a good one. I feel that my work this year has been noted, and I appreciate you going to bat for me. At the same time, I feel very disappointed that my raise puts me below the male supervisors who have put in the same number of years I have.
- Vic, I've got some mixed feelings about what you just said. I'm grateful that you are willing to play handball with a raw beginner and that you pass on some tips about how I could improve. Yet I do not like the way you told me.

Effects

When people have mixed feelings, sometimes they say nothing. For example, a female supervisor may have felt that she could not express her disappointment about salary increase because she also felt glad about getting a large increase, even though her salary still was below that of male supervisors.

Sometimes it is more effective to allow the other person to respond to one set of feelings before introducing the second set.

3). DESC SCRIPT

This is very useful for expressing difficult negative feelings. It involves:

- Describing the behaviour you do not like **(When you...)**
- Expressing how you feel about this **(I feel...)**
- Specify why this upsets you **(Because I...)**
- And what you want **(And I want...)**
- Consequences for this happening or not happening **(So that.../ Otherwise...)**