

Power of Clear Communication

Every human being needs to speak about him/herself and to be listened to. When a person can communicate clearly, **without fear**, he/she feels respected and valued. Most of the problems we face at home are reflected in our lack of skillful communication. Many of us do not know how to verbalize our feelings and thoughts and most of us have never learned to really know how to listen. The following skills are effective tools to communicate more clearly. **When we practice the skills of the *Tiger* and the *Elephant*, we develop our self-esteem and the self-esteem of our family.**

Every person is unique and special. **Everyone is a *Tiger* and an *Elephant*.** When we talk about ourselves, we share our thoughts, ideas, opinions and when we properly give advice, **we act as *Tigers*.** When we are interested in knowing about the other person and building a closer relationship, we need to **listen**. It is then that we choose to **act as an *Elephant*.**



The **TIGER**:

The *Tiger* speaks only about him/herself.

When we are Tigers, it means that **we choose to speak about ourselves.**

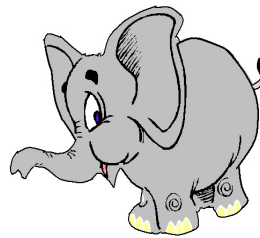
Please, use the following skills:

- **Skill #1** *Express yourself clearly*
- **Skill #2** Use *body language* that says what you really want to say
- **Skill #3** Use a responsible *tone of voice* to express yourself

The **ELEPHANT**:

The *Elephant* listens.

When we are Elephants, **we choose to listen.**



Please, use these skills:

- **Skill #1** *Ask questions of the **Tiger***
- **Skill #2** Use *body language* that is appropriate to show that you are listening
- **Skill #3** Use a responsible *tone of voice*
- **Skill #4** *Offer empathy.* Feel the situation. Get in the “shoes” of the **Tiger**.
- **Skill #5** After you have listened, please *confirm*. Use appropriate words to tell the **Tiger** what you have heard.

REMEMBER: ☆ TRUST begins with clear communication.

☆ ADVICE is valuable only when the person is open to it.