

**PARENT HANDOUT FOR STEP 13**

## **Communication Habits**

<b>Poor</b>	<b>Good</b>
Insults	State the issue
Interrupts	Take turns
Criticizes	Note good and bad
Gets defensive	Calmly disagree
Lectures	Short and straight
Looks away	Make eye contact
Slouches	Sit up straight
Sarcasm	Talk in normal tone
Goes silent	Say what you feel
Denial	Accept responsibility
Commands, orders	Ask nicely
Yells	Use normal tone of voice
Swears	Use emphatic but respectful language
Throws a tantrum	Cool it, count to 10, take a hike

### **GENERAL PRINCIPLES OF GOOD COMMUNICATION**

1. Listen when your teen/parent is in the mood to talk, but don't force him/her to open up.
2. Use active listening to encourage your teen/parent to express opinions and feelings.
3. Honestly express how you feel, good or bad, without being hurtful to your listeners.

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