

POSITIVE COMMUNICATION

Effective communication is a positive step towards building healthy, respectful relationships. It's beneficial for our **wellbeing** to have healthy relationships within our social networks, families, and communities.

TRY THIS:

Speak to older people the same way you would speak to any other adult

Use "I" statements to take responsibility and avoid accusations

Consider your tone and how you are speaking or delivering your message

Be aware of your nonverbal cues - up to **90%** of communication is nonverbal

Patiently listen and hear what the other person has to say

Consider the location and timing of your communication

Try to understand the other person's perspective, situation, and experiences

INSTEAD OF THIS:

Speaking slowly or loudly to someone because they are older

Using "You" statements that may seem like blaming

Yelling or speaking with an attitude or passive aggressively

Crossing your arms, rolling your eyes, frowning, or using extreme hand gestures

Interrupting or listening only to reply instead of hearing what they have to say

Speaking in a place where the other person may feel uncomfortable or rushed

Only considering your own perspective, situation, and experiences