**Informal Practice Log (Communication Calendar) – Week 6**

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| **Describe a communication** | **What did you want from them and/or how did you want to be treated?** | **What did you get; did you get what you wanted and how were you treated?** | **What do you think the other person wanted? Did they get what they wanted and were they treated in a way they expected to be?** | **How did you feel physically and emotionally during and after the interaction?** | **What do you notice now as you recall this communication?** |
| ***Example,***  *I called my internet company because of difficulties with my internet.* | *I wanted them to deal with the situation and threat me with understanding and sympathy* | *I was transferred to 4 different people in different departments. I was treated in a curt manner.* | *For me to talk to somebody else, to pass on the responsibility. I reacted angrily with one of the people I spoke to. They prefer be treated in a more measured manner.* | *Tension in my neck and stomach. Angry and upset. I calmed down once I was talking to the person who could help me.* | *I can feel my jaws clenching when I think about it and I am a little ashamed about talking to someone in an angry manner when they were trying to do their job.* |
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