

Communication Effectiveness Checklist

1. Were you clear about your goals?
 - ☐ Did you know what you wanted?
 - ☐ Did you know what you *didn't* want—so you could say no?
 - ☐ Were you aware of your values, how you wanted to treat others, and how you'd like to be treated in return?
2. Did you use aversive strategies?
 - ☐ Discounting
 - ☐ Withdrawing/abandonment
 - ☐ Threats
 - ☐ Blaming
 - ☐ Belittling/denigrating
 - ☐ Guilt-tripping
 - ☐ Derailing
 - ☐ Taking away
3. Did you use passive strategies?
 - ☐ Avoiding/withholding
 - ☐ Shutting down/stonewalling
4. What were the blocking factors?
 - ☐ High emotion (see page 223)
 - ☐ Fear and “what ifs” (see page 224)
 - ☐ Toxic relationships (see page 226)
 - ☐ Myths (see page 226)
 - If I need something, it means there is something wrong or bad about me.
 - I won't be able to stand it if the other person gets mad or says no.
 - It's selfish to say no or ask for things.
 - I have no control over anything.

5. Intensity level

- ☐ Too high?
- ☐ Too low?

6. Assertiveness problems?

- ☐ Judgments instead of facts (see page 234)
- ☐ “You” statements instead of “I” statements (see page 235)
- ☐ No specific behavioral description of what you want (see page 236)

7. Blocks to listening? (see page 240)

- | | |
|---------------------------------------|--------------------------------------|
| <input type="checkbox"/> Mind reading | <input type="checkbox"/> Advising |
| <input type="checkbox"/> Rehearsing | <input type="checkbox"/> Sparring |
| <input type="checkbox"/> Filtering | <input type="checkbox"/> Being right |
| <input type="checkbox"/> Judging | <input type="checkbox"/> Derailing |
| <input type="checkbox"/> Daydreaming | <input type="checkbox"/> Placating |

8. Forgot the conflict management strategies?

- ☐ Mutual validation (see page 244)
- ☐ Broken record (see page 244)
- ☐ Probing (see page 245)
- ☐ Clouding (see page 246)
- ☐ Assertive delay (see page 246)

9. Negotiation breakdown?

- ☐ Did you forget to use RAVEN?
 - Relax
 - Avoid the aversive
 - Validate the other person's need or concern
 - Examine your values
 - Neutral voice

10. Didn't use compromise solutions?