

Informal Practice Log (Communication Calendar) - Week 6

Describe this communication. With whom? Subject?	What did you want from them and/or how did you want to be treated?	What did you actually get (in terms of outcome and treatment)?	What do you think the other person wanted? What did they actually get (outcome/treatment)?	How did you feel (physically & emotionally) during and after?	What do you notice NOW (physical/emotional/mental) as you recall this communication?
EXAMPLE Called phone company about changing my phone plan, this was the 3 rd time I was transferred.	I wanted her to change my plan, to take responsibility, to be sympathetic and understanding.	I was told I had to talk to someone else and I was transferred a 4 th time. She was unsympathetic, even rude.	To have me talk to someone else, for me not to be upset. She got me to agree to talk to someone else, but I remained irritated and upset.	Tight stomach, shoulders, angry at her and all the time it was taking. Better, once I got to right person.	At first, tightness, but then uneasiness in stomach – feel a little sheepish for being so angry at someone only trying to do their job.