

Sometimes our relationships are tense and do not go the way that we would like them to; sometimes our friends and family hurt our feelings.

- [1] Identify the feeling that you are experiencing/have experienced.
- Instead of telling them what they did wrong, tell them how it made you feel.
- Don't know how to tell them? Try this approach:

| I feel/felt:            |  |  |
|-------------------------|--|--|
| When this happened:     |  |  |
| What we can do instead: |  |  |
|                         |  |  |

Note: Rather than placing blame, focus on how you can help make things better in the future.

When you change your approach they may be more likely to listen to you and change their behavior in the future.

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