Better Communication
Fighting Fair

Situation
People tend to wait until they're upset to bring up a problem. However, when people are upset, they aren't good at problem-solving. It's better to bring it up (even though you may not want to) when everyone is calm and can be in "problem-solving mode." You or the other person may need to take a break, take a walk, calm down before talking about it. But it's okay if it doesn't get solved right now. The most important thing is to have a rational and fair discussion, where everyone gets to say what they feel/what they want.

Body Language
- Actions speak louder than words. People believe what your body tells them as much as your words.
- Try relaxing your muscles and relaxing your hands, making your body "softer".
- Try sitting up straight and making good eye contact, so your body language matches your assertive words.
- Don't yell or use intimidation by getting in the other person's space.
- Try to avoid rolling your eyes, glaring, sighing or making quick gestures.

Words
- Try using "I" statements with feeling words, and say what you want, instead of attacking the other person. If you start with blaming and "You" statements, the other person will become defensive or shut down.

> For example:
> **"I feel angry when you yell at me, and I would like you to lower your voice."**
> **"I like it when you ask me in a nice way instead of telling me what to do."**
> **"I feel worried and hurt when you come home late and dinner is cold. I would like you to call me by _____ o'clock if you're going to be late."**

- Try changing your approach.

> For example: Instead of saying, "You should not have done that."
> Try saying, **"I wish you had made a different choice."**
>
> Instead of saying, "You are wrong."
> Try saying, **"I disagree."**
>
> Instead of saying, "You aren't making any sense."
> Try saying, **"I don't understand. Can you say it differently?"**
>
> Instead of saying, "You've told me this a hundred times."
> Try saying, **"We've had this discussion before, and I don't have anything new to add."**
>
> Instead of saying, "You shouldn't feel that way about it."
> Try saying, **"I'm sorry you feel that way."**