**ACTIVITY 2.4: Communication techniques**

Work in pairs and practice different communication techniques.

1. **I – message**

The I- message consists of two elements:

* description of events, facts,
* a description of the sender's reaction to them.

**Express your feelings towards the behaviour of your colleague using I-message in two cases below.**

***I feel…/am…….when you…***

* **Case A:** You are the coordinator of team. One of the members of your team is often late on the meetings. His behaviour disturbs the meeting.
* **Case B:** One of your team member talks a lot when you are speaking. His behaviour disturbs the meeting.

1. **Assertive praise:**

* **A** - Affirm positive, express approval, appreciation
* **F** - Facts, specific behaviour that is praised

**Express your approval of colleague's behaviour using the assertive praise technique in the following two cases:**

***I like it when.....***

***I am impressed by…***

***Thank you for how....***

* **Case A:** You are a coordinator of team. One of the members of your team prepared the final report very well.
* **Case B:** One of your team member has impressive knowledge and experience about team building and he organised a great workshop for the whole team.

1. **FECE –** **giving feedback**

* **F**acts, concrete behavior,
* **E**motions, attitudes, opinions
* **C**onsequences, description of the effects of such behavior
* **E**xpectations, what is to be the desired behavior.

**Change negative style of feedback into positive one using FECE technique in four cases below.**

**Case A:** You are, as usual, late! (to your colleague, who is late on meeting, so the meeting lasts longer than expected).

**Case B:** Calm down! (in response to a colleague from another team, who did not get your part of final report, and needs it to work ASAP; you, on the other hand, need a moment to check what happened).

**Case C:** You look terrible, you should go on sick-leave! (to your teammate, who sneezes and coughs, while Christmas holidays are approaching...)

**Case D:** I don't know what your kitchens look like at home, but this mess in the kitchen on our floor is terrible! (in an email to teammates).