

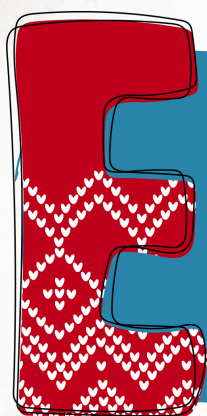


How to Improve Communication

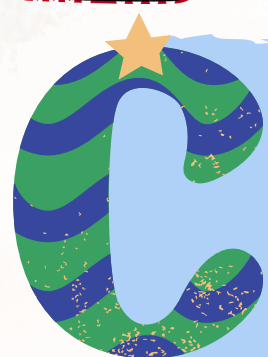
during the holiday period



B Build realistic expectations: Be realistic about what you expect from yourself and others in a conversation. Unrealistic standards can often lead to frustration and disappointment.



E Empathy when listening: Try to understand the other person's perspective. Use active listening skills, such as summarising, paraphrasing, and reflecting back what you've heard, to show that you are engaged and understanding.



C Clarify misunderstandings: If you're unsure about what the other person is saying, ask for clarification. Try to avoid making assumptions, as they can lead to misunderstandings.



A Avoid catastrophising: Don't jump to conclusions or assume the worst about a situation. Instead, consider alternative explanations and possibilities.



L Learn relaxation techniques: Use relaxation techniques, such as deep breathing or progressive muscle relaxation to manage anxiety/stress that may arise during communication.



M Mindfulness: Practice being fully present in the conversation. Avoid distractions and focus on the here and now. Mindfulness can improve your ability to listen and respond appropriately.

