



Navigating Interpersonal Communications & Emotions

Facts, Not Feelings

Focusing on the facts reduces conflicts and misunderstandings. Facts provide a clear picture of what is true.

What Is A Fact?

The truth about events as opposed to interpretation.

Gather All The Facts

Identify key details and essential elements, not opinions or interpretations.

Use the four W's when assessing a situation to focus on the facts.

Who

Identify the people directly involved in the situation.

What

Describe the situation that took place.

Where

Specify where the situation took place.

When

Specify the time, day, month, and year the situation occurred.

Self Awareness

- Communicate with empathy
- Recognize your strengths and weaknesses
- Be aware of how you interact with others
- Be able to self regulate

We cannot control what happens, but we can control our reactions.

Feelings are subjective; they are an emotional state or reaction.