



Courses, Seminars, Training

For Better Mental Health



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mentalhealthfa.ca

<https://calendly.com/mentalhealthfa>



Phrases for Effective Communication

Under Pressure	Giving Feedback	Asking for Feedback	Asking for Feedback/2
<i>"I need to pause & collect my thoughts for awhile."</i>	<i>"I appreciate your work on this. Would you be open to a suggestion that might help?"</i>	<i>"I appreciate this feedback. It gives me something concrete to work on."</i>	<i>"I'd love your perspective on how I handled this. Any suggestions for improvement?"</i>
Apologizing	Building Trust	Setting Boundaries	Feeling Burned Out
<i>"I apologize. I understand how my actions affected you. How can I make this right?"</i>	<i>"I want to understand your point of view before we make any decisions."</i>	<i>"To deliver quality work, I need to be realistic about what I can handle."</i>	<i>"I need to step back and recharge. Could we revisit this when I'm feeling more focused?"</i>
Managing Conflict	Showing Empathy	Holding Someone Accountable	Feeling Overwhelmed
<i>"Your perspective is important to me. How can we find a solution that works for everyone?"</i>	<i>"I hear how difficult this is. What kind of support would be the most helpful right now?"</i>	<i>"This commitment is important. I want to understand what's getting in the way so we can get back on track."</i>	<i>"I'm at capacity right now. Can we discuss priorities or additional resources?"</i>
Feeling Anxious	Feeling Angry	Someone Makes a Mistake	Giving Encouragement
<i>"I'm feeling uncertain about this deadline. Could we break it down into smaller steps?"</i>	<i>"I need some time to process my emotions before we discuss this."</i>	<i>"These things happen. What can we learn from this to make things better going forward?"</i>	<i>"You've handled hard things before. I know you've got this. How can I support you?"</i>