



PERSONAL STATEMENT - WHAT ARE THEY AND HOW, OR WHEN DO WE USE THEM?

Personal statements help the speaker state their case without inflaming or arousing the defences of the listener; they are a very effective tool in helping us become assertive communicators.

Remember that ...

Assertive people stand up for their personal rights and express their thoughts and feelings firmly, directly, and honestly in ways that are respectful of others. They respect the rights of others and recognise the importance of having their own needs and rights respected. They speak clearly and to the point, and are confident about who they are. They recognise they have choices in life but will listen to what other people say also. Assertive people gain respect for being respectful. They do not have to shout to be heard and own what they say by using 'Personal ' statements'.

Personal statements:

- encourage the speaker to take responsibility for their feelings.
- help the speaker avoid blaming others
- are a useful way to open a conversation
- can be planned before they are delivered.
- are a less threatening way to assertively confront someone about an issue that is bothering them without the use of inflammatory language.
- can/will open up possibilities you may not yet see.
- help the speaker to think about how they would like the situation to be different and
- inform the listener how they can change the situation.

Even if the situation may not look any different after a well delivered personal statement, it often feels different and that on its own can change things.



**SO, WHEN CAN 'PERSONAL' STATEMENTS BE USED?**

- When we need to speak to someone about their behaviour
- When we feel others are not treating us as we feel we deserve to be treated
- When we feel defensive or angry
- When others are angry with us
- To deliver a praise statement

WHAT DOES A SUCCESSFULLY DELIVERED 'PERSONAL' STATEMENT LOOK LIKE?

I feel	(insert your feeling word)
When	(say what happened; what caused the feeling)
Because	(tell the listener why its upset or pleased you)
I would like	(tell them what you want to happen or change)

EXAMPLES:

I feel	put down and hurt
When	I'm sworn at
Because	I'd like not to be spoken to that way
I would like	to be treated with more respect

I feel	scared
When	I'm threatened
Because	I don't deserve to be treated like that
I would like	To go to my bedroom and not be followed





WHEN DO 'PERSONAL' STATEMENTS 'GO WRONG?'

If a 'personal' statement contains a disguised 'you' message it can cause problems and make conflict more difficult to resolve.

'You' messages can lead to the listener becoming defensive or angry and communication can quickly break down and escalate towards that raging volcano.

'You' messages tend to be critical and apportion blame back onto the listener..... so rather than focus on accusing the listener, focus on how you are feeling and your discussion will be far more successful.

Personal' statement: I feel - upset

You' message: I feel - upset

Personal' statement: When - I am shouted at

You' message: When - YOU shout at me

Personal' statement: Because - it makes me anxious

You' message: Because - YOU know it makes me anxious

Personal' statement: I would like - to have ten minutes to calm myself then we can talk

You' message: I would like - to have ten minutes to calm myself then we can talk

Personal' statement: I feel - irritated

You' message: I feel - irritated

Personal' statement: When - I find wet towels on the floor

You' message: When - YOU leave wet towels on the floor

Personal' statement: Because - the towel rail is heated and towels would dry ready for their next use

You' message: Because - YOU don't give a thought for the Carpets/the next person to need a towel

Personal' statement: I would like - them to be hung up

You' message: I would like - them hung up





Another way of disguising a 'You' message is when the speaker uses the word 'you' after saying I feel - ie: I feel like you don't love me/care about me, once again this will lead to a breakdown in communication.

PRACTICE DELIVERING SUCCESSFUL 'PERSONAL' STATEMENTS . . .

I feel - really pleased

When - I think about how successful your 'personal' messages are going to be

Because - I know how much difference they can make to connecting people and helping them rebuild trust and co operation

I would like - to wish you every success in creating healthier, more open, honest relationships.

Learning how to deliver a successful personal statement is an important skill that you can use in all aspects of your life.

