



## Checklist 2: redefining words

Utilize the checklist below to gauge your proficiency in altering language for more effective communication and to identify areas for growth:

Start by establishing rapport with your conversation partner through shared vocabulary and key phrases, then proceed to:

- Soften harsh words to a milder tone;
- Begin by making a word marginally milder, then progressively soften it further;
- Redefine the entire situation by paraphrasing sentences with a new interpretation;
- Intensify language when someone downplays an issue, ensuring the seriousness is acknowledged.

Eliminate harsh language from your dialogue by:

- Acting as a detached listener to your discussions about challenges and difficult situations, being mindful of your word choice;
- In tense situations, especially in written communications like emails, refrain from immediate responses. Instead, seek a second opinion or sleep on it allowing time for reflection;
- Exercise caution in how you deliver feedback, structuring your comments according to nonviolent communication principles to ensure clarity and empathy.