



I and You Statements



I Statements

- Used during difficult times
- Used when one must assert themselves



I Statements

- State the feelings and thoughts you are having at the time of communication
- I feel when . . . because . . .
- I would like



I Statements

- Confronts people in a positive way
- Open, honest and straightforward
- Helpful in solving the problem
- Communicates ownership of a problem
- Avoids putting people on the defense



FEELING WORDS

ANGRY	IRRITATED	ANNOYED	UPSET
CONFUSED	WORRIED	CRUSHED	SHOCKED
TERRIFIED	HELPLESS	FEARFUL	ALARMED
WORRIED	SCARED	JEALOUS	TORN



YOU STATEMENTS

- Ineffective
- Language sounds abrasive
- Language sounds judgmental
- Hurts persons self-esteem