



DIFFICULT COMMUNICATIONS CALENDAR

Be aware of a difficult communication at the time it is happening. Use the following questions to focus your awareness as it is happening. Write it down later.

Describe the communication: what, when, where, who, what subject?	How did the difficulty arise?	What did you want from the person or situation? What did you actually get?	What did the other person want? What did he/she actually get?	How did you feel?
Date:				
Date:				
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