



CHOOSING WORDS CAREFULLY

NON-CONFRONTATIONAL LANGUAGE: USING “I” RATHER THAN “YOU”

When people are emotional about a situation, they often become aggressive and abrupt, using language that attacks another person, rather than language that takes responsibility for their role or at least their feelings. “I” statements are a way to communicate thoughts and feelings in a non-aggressive manner.

Here are some examples of how you can convert a confrontational “You” statement into a more effective “I” statement.

“YOU” STATEMENT

You really wrecked the project when you took over.

I can’t believe you did that!

You don’t even care about the success of this project.

“I” STATEMENT

I feel very upset about the direction the project has taken since you took over.

I am really upset about the decision you made.

I feel disappointed because it seems like you are not concerned about the success of the project.