

Name:

Date:

"I" statements

What is an "I" statement?

~~You're always too loud.~~
I need some quiet time to concentrate.

~~You always miss deadlines.~~
I feel concerned when deadlines are missed.

A form of communication that allows you to express your own feelings and needs without casting blame or making accusations.

Pros of "I" statements

- They encourage empathy, understanding and cooperation.
- Prevents the other person getting defensive and avoids conflict.
- Can lead to more effective communication, allowing those around you to feel heard and respected.
- Can help you build stronger bonds with other people.
- Can improve your self confidence!

Follow the prompts on each of the following pages of this mini workbook to learn about, and learn to, develop "I" Statements





The Structure of an "I" Statement

Use this table to practice constructing some "I" statements. You might be able to use them later!

Ensures your message is heard clearly and assertively



1. Observation <i>A neutral observation without judgement</i>	2. Feelings <i>Express your emotions relating to the observation</i>	3. Needs <i>Your underlying desires or needs linked to your emotions</i>	4. Request <i>A clear, doable request as an invitation to solve the problem collaboratively</i>
<i>Example: When the room gets noisy during my work hours</i>	<i>I start to feel overwhelmed</i>	<i>I need a quiet environment to concentrate</i>	<i>Could we discuss possible quiet hours?</i>

Sets up a non-confrontational tone

Makes it about your emotions rather than the other person's actions

Highlights your requirement without demanding immediate action



You're almost ready to go! Here are 5 final top tips to help you make the best "I" statements possible:

"I" Statement Top Tips!

1. **Be Specific:** Avoid generalizations so that the listener understands exactly what you are referring to. For example, instead of saying, "You don't listen to me," try, "I felt unheard when my suggestion was overlooked in yesterday's meeting."
1. **Focus on Needs:** Clearly articulate your needs without implying that it's the other person's responsibility to fulfill them. This encourages cooperation rather than defensiveness.
1. **Make Reasonable Requests:** Ensure your request is actionable and within the listener's capacity. Unrealistic requests can lead to frustration on both sides.
1. **Timing:** delivering an "I" Statement in the heat of the moment might not be as effective. Wait for a calm, neutral time to communicate.
1. **Overusing:** Relying too heavily on "I" Statements for every minor issue can dilute their effectiveness. Reserve them for situations where clear, assertive communication is essential.

"I" statements can be used at work or at school, with family or friends. When will you use "I" statements?
