

Getting your message across worksheet

Communicating in a way that really gets your point across is something everyone can learn - it just takes a bit of practice.

Here are some examples of situations that you can use to practice your communication skills. You can work on this by yourself, or have someone support you. Have a go writing out your communication plan. Remember to describe:

- Your Observations: What happened
- Your Thoughts and/or Feelings: What you think and/or how you feel
- Your Wants: What you would like to happen.

Scenario 1:

You are worried you said something wrong in a social situation, and now you are feeling anxious about it. You would like the person involved to know that you didn't mean to be rude.

Observation:

Thoughts and/or Feelings:

Wants:

Scenario 2:

Your support worker keeps putting things in the cupboard in a place that you can't reach. This frustrates you because it limits your independence, and you have to ask someone else to get things for you, and you want them to stop doing that.

Observation:

Thoughts and/or Feelings:

Wants:



**Right to be
Heard!**

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Scenario 3:

When your support worker gets stressed, like when you are running late, they raise their voice. They don't seem to be yelling at you on purpose, but when they raise their voice, you feel like you're getting yelled at.

Observation:

Thoughts and/or Feelings:

Wants:

Scenario 4:

Think of a situation that you have experienced, where you needed to communicate with someone about an issue or concern. It doesn't need to be about a disability support - it can be with anyone. Describe the situation and who you need to communicate with:

Now, complete a communication plan below.

Observation:

Thoughts and/or Feelings:

Wants:

Tip: If you want to have a conversation with someone about an issue or concern, but find it difficult to say it directly to the person, you can try writing it down first. This can help you to clarify what you want to say, and how you can say it. It can help you tell them the whole message, and that you're able to share exactly what you think they need to know.

Worksheet adapted from Taking Charge! A guide for teenagers: Practical ways to overcome stress, hassles and upsetting emotions by Sarah Edelman and Louise Remond, 2004.

