

NIU EMPLOYEE ASSISTANCE PROGRAM

Coaching Key...Communication: Not Personalizing and Assuming, Being Impeccable with Your Word

Not Personalizing and The Four Agreements

Be Impeccable With Your Word

The words you use have the power to create or damage yourself and others. Take responsibility for the words you use: describe rather than judge. "You name it...you own it."

Don't Take Anything Personally

Nothing others do is because of you. What others say and do is a projection of their own reality, their own rules and beliefs. Do not take in the opinions and actions of others as the truth about you. When you only take in feedback from the people you choose, then you won't be the victim of needless suffering.

Don't Make Assumptions

Everyone makes assumptions about what others are doing, thinking, or feeling. The tendency is to believe these assumptions as statements of truth. By not checking out your assumptions, they become facts that you act upon. When you personalize these assumptions, you feel hurt and angry. This leads you to blame these feelings on others rather than blame your assumptions. The need to be right takes over; you become defensive and view others as wrong or bad for hurting you.
STOP ASSUMING and CHECK IT OUT.

Always Do Your Best

Your best is going to change from moment to moment. It will be different depending upon your health, energy, mood, stress, and life circumstances.

Ruiz, Don Miguel. 1997. The Four Agreements
San Rafael, California: Amber-Allen Publishing, Inc

Communication Reflecting the Four Agreements

Communication to Make Sure You Don't Make Assumptions and Personalize

- ◆ **Summarize what the other person is saying.**
- ◆ **Clarify what is not specific and clear. Ask "What" or "How" questions. Not Why?**
- ◆ **Agree where you can.**
- ◆ **State where you differ.**

Feedback

When you... (specific, concrete, descriptive behavior/statement)

I feel..... (mad, sad, glad, scared, hurt)

Because it means to me.... (your Interpretation/meaning)

And I wish....(specific behavior)

Remember

Breathe deeply at least 1x each hour

Talk directly to the person not about the person

Follow The Four Agreements

Stone, Douglas; Patton, Bruce; Heen, Sheila. 1999.
Difficult Conversations. N.Y., N.Y.: Penguin Books.

**For assistance in using the four agreements and related communication,
contact the NIU Employee Assistance Program 815-753-9191**