

# YOUTH SUCCESS: Emotions Vol. 3

Information you need: From the Prevention Services Department  
440-989-4900/www.thelcadaway.org  
Ms. Ashley  
trumanskvorashley@avoneagles.org



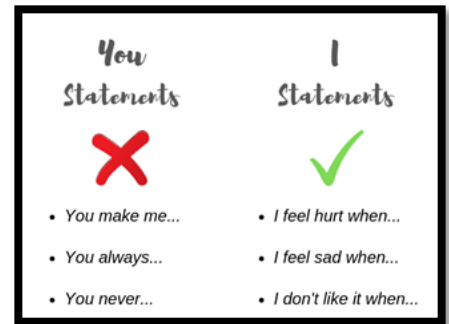
## Expressing Emotions

Do you know when you feel frustrated, hurt, or angry with someone your words can either help the conversation or harm it? When we use phrases that blame, accuse, or assume something of the other person we make them feel defensive. This type of communication usually starts with a “you” statement and makes the other person less likely to want to resolve the conflict in a respectful way. This toolkit will help you to take responsibility for your feelings and guide you to communicate in an assertive and compassionate way.

## FORMING “I-STATEMENTS”

1. **Express how you feel on the inside.** Think of an “I-statement” as an “I-feel statement.” A true “I-statement” uses specific emotions such as “I feel...” joyful, anxious, lonely, resentful, angry, calm, embarrassed, fearful, etc.
2. **Avoid words that may seem like emotions,** but really imply the action of the other person: “I feel...ignored, annoyed, mistreated, manipulated, controlled, cheated, abandoned, etc.”
3. **Do not follow an I-statement with a you-statement.** For example: “I feel like you are taking me for granted.” That is just a “you-statement” in disguise. It implies blame and there is no actual emotion being expressed.

“I feel \_\_\_\_\_  
when you \_\_\_\_\_  
because \_\_\_\_\_  
I want you to \_\_\_\_\_.”



### Using “I-Feel Statements”

These work best when your emotions seem overwhelming and you want to lash out. When you first start using them, you should:

- 1.) **Explain what you’re trying to accomplish and admit you might not do it perfectly at first.**
- 2.) **Be as respectful as possible-the tone of your voice matters.**
- 3.) **Identify the emotion you are feeling and where it stems from.**
- 4.) **Admit if you have a trigger from the past that is playing a part in how you feel and if it is making you over-react.**

## Resolving Conflict

Assertive communication is the most effective style of communication to use when resolving conflicts – this can help you express how you feel in a way you can feel good about.

### Assertive communication means:

- Clearly telling people how you feel, or what you want or need, in a way that doesn't threaten, punish or put them down -- RESPECT
- Being able to express yourself without anxiety or anger.
- Communicating honestly and directly.



www.freepik.com/jannoon028

### 1.) Start by Stating the Area of Disagreement

- It is important to describe the issue as a disagreement instead of as a problem. It is very difficult to say "The problem is \_\_\_\_\_" without blaming someone else or yourself. This leads to a defensive reaction.
- State the disagreement in the form, "We seem to disagree about \_\_\_\_\_." Then take turns expressing your concerns and desires.

### 2.) Describing Concerns and Desires

- One person goes first and expresses all their concerns while the other listens without interrupting or defending anything.
- The response is simply to recap and check for understanding. It may also be necessary to ask questions for clarity.
- Avoid leading questions that like, "Did it ever occur to you that....?"
- The second person then repeats this process.

### 3.) Brainstorm Solutions

- One person proposes a solution.
- Make the suggested proposal in the following format: "What I suggest is \_\_\_\_\_. This suggestion works for me because \_\_\_\_\_. This suggestions might work for you because \_\_\_\_\_."

### 4.) The Other Person Responds

- If the other person agrees with the whole solution, then recap why it works for both of you.
- If the person does not agree then recap what doesn't work and repeat step 3 until both of you agree on a solution.

## Additional Information

[Practicing I-Statements](#) – Click Here!

[Being Assertive](#) –YouTube Video

[Voice Tone Part 1](#) – PBIS YouTube Video

[Voice Tone Part 2](#) – PBIS YouTube Video

## Resources:

**Your school counselors are still available to help!** Check out your school's website for more information.

**Crisis Text Line:** Text "4HOPE" to 741741 to text with someone anonymously. [Click here to learn more!](#)

**The LCADA Way – Prevention Services Department**

440-989-4900

Facebook: [Keys to Prevention](#)

Twitter: [@Keys2Prevention](#)

YouTube: [Watch our videos!](#)