

## 5 Steps of Healthy Communication

1. Identify need (Not, "I need you to..." which is controlling the other person)
2. Ask for need (it's ok to say No)
3. Allow yes or no (not arguing/debating)
4. Accept Yes/No with gratitude (gratitude for Yes to need/gratitude for an honest No)
5. If No, can the need request be altered? (Not now but later today) The need may need to be met by another resource

In a healthy relationship "No" reflects a limitation (time/money/energy) or harm prevention (saying yes would be harmful to you/me/others). The No can be trusted.

In an unhealthy relationship with NO (can't say it or hear it). No is perceived as rejection/punishment.

As a result, the Yes response cannot be trusted.

"I said yes but I really didn't want to"

"I only said yes or there would be a big reaction"

"I feel guilty for saying No"

"I refuse to hear NO"

"No is not an option"