



COMMUNICATION

THIS OBSERVATION MADE MY DAY

Your task is to observe different types of conversations over the next few days among your fellow inmates and staff:

- What questions are asked?
- How do the people involved react?
 - What is the outcome?
- What is working well in those conversations?

Observation is the first step! The more you observe, the more you will understand the dynamics of communication, helping you interact more effectively.

THIS PREPARATION MADE MY DAY!

Before engaging in a conversation,
take a moment to reflect on your state
of mind and emotions:

- Pay attention to your body,
do you feel any tensions?
- What state of mind are you in?
- What emotions do you recognize?
Would it be useful to let the other
person know how you feel?
How could you communicate that?

***Sharing your state of mind and
emotions with others can foster
better mutual understanding
and reduce conflicts.***

THESE EMOTIONS MADE MY DAY

Name all the emotions that you experienced during the week, whether during interactions, activities or moments alone.

Make sure you are naming emotions and not your interpretations/thoughts about the emotions.

We haven't been taught to name our emotions, which means the practice is necessary to become better in recognising what is happening inside you. This increases your emotional awareness and improves your ability to express yourself constructively.

THESE NEEDS MADE MY DAY

Before an important conversation sit down and reflect on your feelings and needs. Which of them would you like to express and communicate to the other person?

How would you do it?

Consider what you hope to achieve from the conversation.

Identifying your own feelings and needs before the conversation helps to communicate more clearly and assertively, leading to better outcomes.

THESE QUESTIONS MADE MY DAY

This week, practise asking more questions when talking to others, whether inmates or staff.

You can use the questions below:

- What do you mean when you say that?
- What are your needs in this situation?
 - How do you feel about that?
- What would you like to do instead?
 - What is your suggestion?

Asking questions shows interest in the other person's perspective, it prevents you from guessing and misinterpreting their needs and intentions.

This leads to deeper understanding and stronger relationships.