



Communication skills to use and look for:

Listen to understand, not to respond. If we are listening only to develop a counter-argument, chances are we are not fully hearing what the person is saying.

Do not interrupt. Allow the other person to speak, and they should do the same.

Be honest and kind. Healthy communication is not possible if we are not truthful.

Find the right time. Avoid starting a conversation when the other person is busy.

Be aware of body language and tone. If your body language and tone of voice don't match your message, it can be confusing.

Healthy Communication Tips:

1. Be clear
2. Be direct but not rude
3. Active listening
4. Make one point at a time
5. Give the other person space to respond

24hr Support Line

905-356-5800

Call or text. Collect calls accepted.



Unhealthy communication

Communication is how we connect with the world around us. We can only control our reaction and behaviour – not our partners or friends. If you are attempting to communicate with someone in a healthy way and they are not willing to respond accordingly, the relationship may be unhealthy.

Effective communication is what helps us to understand a person and a situation, allows us to build trust and respect, and resolve differences without hurt feelings or misunderstandings.

Signs of unhealthy communication:

Not 'fighting fair'. Not letting you speak, interrupting, changing the subject before you can respond, yelling at you, or refusing to speak in person. Also, jumping from topic to topic, changing the subject, making it personal instead of about the issue at hand, 'mind-reading' or telling you how you feel.

Using blaming or generalizing language. Making 'you' statements; 'you never' or 'you always'.

Unhealthy communication styles are common in an abusive relationship.
If you feel you may be experiencing abuse,
Birchway Niagara is here to support you.

Want to talk more about healthy relationships?
Contact Samantha, Manager of Prevention & Public Education
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