

We are communicating all the time. Communication is what we say with our words, it is our tone of voice and our body language.

All of this is language.

LANGUAGE IMPACTS PEOPLE.

This tool can be used across all environments, all relationships and by anyone in both your personal and professional life. Our words, tone and body language have a big impact on our experience of one another. Most of us want things to go better and sometimes, we don't always know how to make that happen

How to use it...

Use this tool if you're looking for ways to help communications go well with others. Using the FamilySmart® Practice Skills and Filters; Looks Like, Sounds Like, Feels Like, we have given examples for you to consider. We also created a video to go with this tool: <http://www.familysmart.ca/programs/familysmart/>

Why it's important...

Language can help or it can hurt. When helpful words, tone and body language are used, people want to hear more and come back. It builds care and caring and can enhance the mental health of young people.



Language can invite people in or it can push them away. When we pay attention to how and what we say, things can go better and it enhances child and youth mental health.

Language We Use

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The power of language to build connections with people is a human being skill.



FamilySmart® Practice Tool

This resource was co-created with young adults, families and professionals.

BE PREPARED

It 'Looks Like' I think about what and how I'm going to say something.

My thought: If I want people to understand my perspective, it's important to prepare for the conversation and show up with good intentions, respectful words and body language that makes me approachable.



"This conversation is important and I've been thinking about it. Can we talk about what matters for all of us?"



I want more conversations like this.

SUSPEND JUDGEMENT

It 'Looks Like' I go into situations not judging or assuming I know what is going on for people.

My thought: I'm choosing to believe that you have good intentions and want things to go well. There is always more to a situation so I try to understand.



"I really want to understand, can you tell me more?"



You are interested in me and believe me and want to help. I don't feel judged.

TRUST

It 'Looks Like' trust is earned and it takes time to build it. It's my decision whether to trust someone, and then it's up to them to show that they can be trusted

My thought: If we're going to trust each other, then we need to do what we say we'll do. If we can't do something, be honest about it.



"You are important to me. I will do my best to be honest and upfront with you."



I feel like I can count on you. It helps me to trust you.

EMPOWERMENT

It 'Looks Like' we start by giving people the opportunity to share what's important to them.

My thought: It goes better for everyone when we do this together. I believe that everyone can contribute and needs to contribute.



"What do you think YOU need?"



My perspective is important, and you are ready to listen and you respect my needs.

ALIGNMENT

It 'Looks Like' we have a common goal that brings us together and keeps us working on that common goal.

My thought: If we are going to do this together, we really need to figure out what our goal is.



"I think we want the same thing, but we need to be sure about that and then figure out what it is going to look like for each of us. Can we talk about it?"



People understand what matters to me and they are coming together to help me.

CHECK IN/CHECK OUT

It 'Looks Like' we check in regularly because we care about how things are going. This helps us connect better and change directions if what we're doing isn't working.

My thought: I am hoping that, after we have a chance to try things, we check in with each other so we can learn what's working, and address the things that aren't working.



"I want to make sure that we are getting at the things that are important to you. Can we take a minute to check-in to see how things are going?"



I feel like it matters that what we are trying is working.

ASSUME GOOD INTENTIONS

"Looks Like" going into a space intentionally assuming that people want things to go well.

My thought: I want things to go well, but it might not be received that way.



"When I say this ...what I wanted you to know is ..."



You care about my experience

EMPATHY AND LISTENING

It 'Looks Like' we see each other's perspective as their truth and don't judge them for it.

My thought: Everyone keeps asking me questions and I answer but I don't feel understood.



"What you are saying is important to me and I want to understand. Can you try explaining it again?"



You see me and want to help me

BE KIND

It 'Looks Like' being kind to yourself and others.

My thought: No nice thing said to someone is ever too small. They have no idea how their words are held by me.



"I notice you are trying really hard and I want you to know I am here for you."



I feel the impact of kindness and it makes me want to stay and come back.