# Respectful Communication

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| Steps | Example |
| **1. Check if the other person is ready to talk**  If the adult is not willing or able to talk right now, wait until a better moment to try. | *Mabel’s parents are home. She asks her father: Can I please speak with you? Her father looks up and asks her what is on her mind.* |
| **2. Respectfully communicate your wish**  **Be clear** about what it is you want so that you can clearly explain what you would like (your caregiver to do).  **Focus on what you feel or want** (start with “I feel” or “I would like...”) and avoid an ‘accusing’ tone (do not start with (“You are wrong / you make me feel...”)  **Be calm** when you explain your wishes and use supporting arguments/facts. | *A picture containing drawing  Description automatically generatedMabel says: It would mean a lot to me if I could meet with my friends after school. They live close by and I will stay at their place.* |
| **3. Try to understand the other person’s opinion**  **Listen** to what your caregiver/the adult has to say to find out what they need or want.  **Tell** the other person what you understand, to check that you understood their message. This can make the other person feels that you really listened and try to understand their perspective. | *Text  Description automatically generatedMabel’s father says: I want you to come home after school to do your tasks. It is not safe outside, so I don’t want you to be outside all by yourself.*  *A picture containing mirror  Description automatically generated* |
| **4. Agree on a solution**  Together, think about ideas that could be a solution for both. Remember that sometimes you have to compromise.  Agree on a solution.  Try the solution. If it does not work, start again.  Of a solution is not possible, try again later. | *A picture containing diagram  Description automatically generatedMabel says: How about I visit my friends after I finish my chores? They can pick me up at home and we can walk together.*  *When Mabel’s father does not agree with her solution, she decides to try again at a different time.* |
| **5. If you can’t agree on a solution: find allies**  If negotiation is not successful or possible, look for “go-betweens” (an adult in or outside the family, an older friend, an older sibling, and NGO worker, etc.), people who have similar power, and get them to help you. | *Mabel asks her brother to seek their father’s permission of her behalf and agrees he agreed to walk her safely to her friends. This time it works and her father agrees.*  *A picture containing drawing, mirror, clock  Description automatically generatedA close up of a piece of paper  Description automatically generated* |