

FIRST THOUGHT
THAT COMES TO
MIND ... ↓

Use Judgement: Do my
words need filtering? ↓

Intention: Am I saying this to hurt
the other person? ↓

Compassion: Can I understand how the
other person feels? ↓

Empathy: Can I see the other person's
point of view?

Did I Listen
Properly: Did I give
the other person
a chance to explain
or apologize?

Will this embarrass
the person: Is there
a better
way/time/place to
say this? ↓

Are my words
respectful: How
would I feel if
someone said this to
me?

Filtered
thoughts
effectively
expressed

Effective Reflective Communication

