

HURT PEOPLE



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It is difficult to be empathetic and caring toward people after they have hurt and offended you. Here are some tips on how you can effectively communicate across difference during this type of situation:

Be Mindful

Think about when and where you give your feedback and how much the receiver may be able to understand what you're saying. Meet them where they are, and make your feedback relatable.

Be Open

Giving feedback shouldn't be about assigning blame, but rather about learning from one another, building trust, and becoming more self-aware. Asking open ended questions can help.

Be Affirming

We all make mistakes. Giving feedback should be constructive and highlight how we are connected to one another. Reaffirm the receiver's humanity and desire not to harm others.

Be Honest

Giving feedback requires a level of vulnerability and risk-taking to share with others how they have impacted you. Use feeling words and share what you really feel.

Be Specific

Focus feedback on specific behaviors rather than making judgments of character. Explore with the receiver alternative words and behaviors that can be used in the future.

Be Hopeful

Believe in the receiver's ability to receive the feedback and act differently in the future. The energy and attitude with which you give feedback will often reflect in how the receiver reacts. requests.

