**Effectively Expressing Your Feelings When You Dislike Confrontation**

Briefly outline the situation.

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How did this make you feel or what concern do you have about it?

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Do you have all the facts? Did you fully understand the situation? Were there things that may have created part of the problem - lack of instruction, communication, etc.?

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What are you hoping to achieve by speaking up about this (your goal)?

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If you cannot achieve this goal, what are you willing to accept as an alternative solution?

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What are some positive things about the person or situation that you can express to help soften the criticism you are giving?

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What questions can you ask the person prior to delivering your criticism to gain more insight or background on them? For example, if it's an office issue, you might ask if they're feeling overwhelmed with their workload. This may explain why they have been short with you.

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Consider how the conversation may flow. What assumptions, objections and comments do you think the other party might have?

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Keeping your responses simple and succinct, how can you respond?

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How can you open the conversation? For example; "if you have a moment, I'd like to go over some things with you."

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How you can lead the conversation with encouragement. For example; "Your work on xxx has helped tremendously and I love your attention to detail."

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Statements you could use to lead into the issue. For example; "one thing I wanted to mention"

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How can you express your feelings using "I" statements? For example, "I am concerned about" or "I feel disrespected when"

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How can you close up the conversation on a positive note?

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