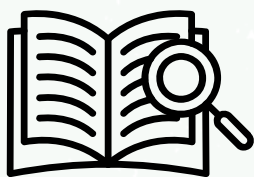




You-Messages

- In conflict situations, people tend to become less objective, make accusations toward the other person, and assign blame.
- This form of communication is referred to as “you-messages.”
- You-messages are often hurtful and tend to escalate conflicts further.
- In such situations, conflict partners tend to withdraw or respond with counterattacks; they feel patronized and ignored.
- Additionally, you-messages distract from one’s own emotions and needs.



Some examples:

“You never listen to what I need.”

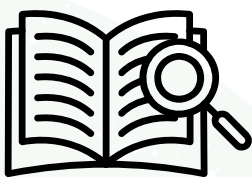
“You are always rushing me.”

“You don’t explain anything to me.”



I-Messages

- In communication, I-messages provide insight into a person's internal processes and emotions; therefore, they have a clear self-expressive character.
- They are not intended to hurt communication partners or assign blame.
- Instead, I-messages contribute to constructive and effective communication.



Some examples:

"I feel uncomfortable when my needs are not taken into account."

"I feel stressed when I don't have enough time during care."

"I feel insecure when I don't understand what is happening."



I-Messages

I-messages also form the basis of good conflict management, as they aim to promote respectful interaction.

A classic I-message typically follows three steps:

1. One describes their own feelings regarding a situation or the other person's behavior → "I feel uneasy..."
2. The reason for these feelings is explained on a factual level → "...when I am not informed about changes in my care routine..."
3. Finally, the impact or consequences of the situation are expressed. → "...because it makes it harder for me to feel safe and prepared."