

Informal Practice Log (Communication Calendar) – Week 6

Describe this communication. With whom? Subject?	What did you want from them and/or how did you want to be treated?	What did you actually get (in terms of outcome and treatment)?	What do you think the <u>other person</u> wanted? What did they actually get (outcome/treatment)?	How did you feel (physically & emotionally) during and after?	What do you notice NOW (physical/emotional/mental) as you recall this communication?
EXAMPLE <i>Called phone company about changing my phone plan, this was the 3rd time I was transferred.</i>	<i>I wanted her to change my plan, to take responsibility, to be sympathetic and understanding.</i>	<i>I was told I had to talk to someone else and I was transferred a 4th time. She was unsympathetic, even rude.</i>	<i>To have me talk to someone else, for me not to be upset. She got me to agree to talk to someone else, but I remained irritated and upset.</i>	<i>Tight stomach, shoulders, angry at her and all the time it was taking. Better, once I got to right person.</i>	<i>At first, tightness, but then uneasiness in stomach – feel a little sheepish for being so angry at someone only trying to do their job.</i>
7th day & beyond is optional					