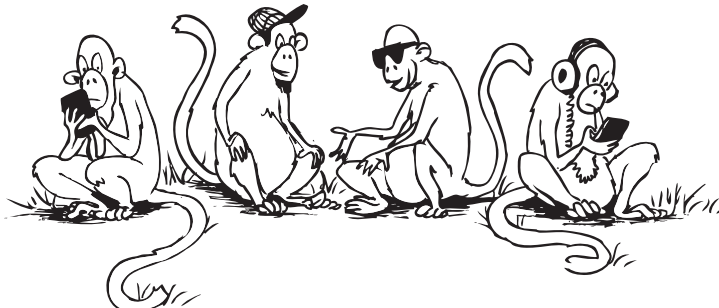


Building and Maintaining Positive Relationships: GIVE Skills

Remember **GIVE**:

(be) **G**entle
(act) **I**nterested
Validate
(use an) **E**asy manner



- (be) **G**entle: Be nice and respectful!
Don't attack, use threats, or cast judgments.
Be aware of your tone of voice.
- (act) **I**nterested: LISTEN and act interested in what the other person is saying.
Don't interrupt or talk over him or her.
Don't make faces.
Maintain good eye contact.
- V**alidate: Show that you understand the other person's feelings or opinions.
Be nonjudgmental out loud.
"I can understand how you feel *and* . . ."
"I realize this is hard . . ."
"I see you are busy, *and* . . ."
"That must have felt . . ."
- (use an) **E**asy manner: SMILE.
Use humor.
Use nonthreatening body language.
Leave your attitude at the door.

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