



# Crystal CLEAR



**'Crystal CLEAR' skill is a way to help us to get our message across clearly**



This skill is useful when we want to express ourselves in a clear and effective way. If we want to be listened to and understood, we need to communicate clearly, rather than giving hints or mixed messages in the hope that others will guess the hidden meanings. People are not mind readers after all! We need to get to the point!

Crystals have many facets which remind us to look at the situation from different angles first and then prepare ourselves so that we can explain clearly. This also applies to saying 'No' because many of us find it so hard to do. If we say 'Yes' when we really mean 'No' it can lead to problems later on.

The acronym Crystal CLEAR reminds us to communicate in a respectful way so that there can be no mistake on either part.

- **C**oncise – a short summary of the situation
- **L**ucid and **L**ogical – making sense
- **E**motion free Expression of feelings and opinions (without blaming)
- **A**ssertive (and offering Alternatives)
- **R**epeat if necessary