

♥ Safe Haven Connect CIC · Communication Skills Workbook.pdf

Good communication can improve relationships, reduce misunderstandings and help people express their thoughts and feelings more confidently.

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Mental Health & Wellbeing

Communication Skills Workbook

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Disclaimer

This workbook has been created by Safe Haven Connect CIC to provide general mental health and wellbeing information.

The activities in this workbook are designed for self-reflection and personal development. They are not a substitute for professional medical, psychological or therapeutic advice.

If you are experiencing significant mental health difficulties, please seek support from your GP or another qualified healthcare professional.

If you or someone else is at immediate risk of harm, contact your local emergency services immediately.

By using this workbook, you acknowledge that you are responsible for your own wellbeing and decisions.

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PAGE 1 – Why Communication Matters

Good communication is about more than speaking.

It also involves listening, understanding, showing empathy and expressing yourself in a respectful way.

Strong communication skills can help you build healthier relationships, resolve disagreements and feel more confident in everyday life.

♥ I would like to improve my communication by...

- ☐ Listening more carefully.
- ☐ Speaking more confidently.
- ☐ Expressing my feelings.
- ☐ Saying "no" respectfully.
- ☐ Managing disagreements calmly.
- ☐ Asking for help when I need it.
- ☐ Feeling less anxious when talking to people.
- ☐ Building healthier relationships.
- ☐ Becoming more assertive.
- ☐ Other:

♥ My biggest communication challenge

♥ What would better communication help me achieve?

♥ Remember

Communication isn't about being perfect.

It's about listening, learning and expressing yourself with honesty, kindness and respect.

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PAGE 2 – Understanding Communication Styles

Everyone communicates differently.

Recognising your communication style can help you understand how you interact with others and identify areas you may want to improve.

♥ Which communication style sounds most like me?

- ☐ I avoid difficult conversations.
- ☐ I keep my feelings to myself.
- ☐ I speak confidently and respectfully.
- ☐ I sometimes interrupt others.
- ☐ I find it difficult to say "no."
- ☐ I worry about upsetting people.
- ☐ I express my thoughts clearly.
- ☐ Other:

 How do I usually react when someone disagrees with me?

- ☐ I stay calm.
- ☐ I avoid the conversation.
- ☐ I become defensive.
- ☐ I listen first.
- ☐ I get frustrated.
- ☐ I try to understand their point of view.
- ☐ Other:

 One communication skill I'd like to improve

♥ One small step I can take this week

♥ Remember

Good communication is a skill that develops with practice.

Listening, showing respect and expressing yourself honestly can strengthen relationships and reduce misunderstandings.

Every conversation is an opportunity to learn and grow.

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PAGE 3 – Becoming a Better Listener

Listening is one of the most important communication skills.

When we truly listen, we help others feel heard, understood and respected.

Listening isn't about waiting for your turn to speak—it's about understanding what the other person is saying.

♥ When someone is talking, I usually...

- ☐ Listen without interrupting.
- ☐ Think about my reply while they're speaking.
- ☐ Ask questions to understand better.
- ☐ Maintain eye contact.
- ☐ Become distracted.
- ☐ Offer support.
- ☐ Summarise what I've heard.
- ☐ Other:

♥ Active Listening Checklist

- ☐ I give the person my full attention.
- ☐ I avoid interrupting.
- ☐ I ask open questions.
- ☐ I show empathy.
- ☐ I avoid judging.
- ☐ I reflect back what I've heard.
- ☐ I thank people for sharing with me.

♥ One thing I can improve when listening

♥ A conversation I'd like to handle differently

♥ Remember

Sometimes the greatest gift you can give someone is your full attention.

Listening with patience, empathy and respect helps build trust and stronger relationships.

Listen to understand, not simply to respond.

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PAGE 4 – Expressing Yourself Clearly

Being able to express your thoughts, feelings and needs clearly can improve relationships and reduce misunderstandings.

You don't have to be loud to communicate effectively. Speaking honestly and respectfully is often the most powerful approach.

♥ I find it difficult to...

- ☐ Say how I feel.
- ☐ Ask for help.
- ☐ Say "no".
- ☐ Share my opinion.
- ☐ Talk about difficult topics.
- ☐ Explain my needs.
- ☐ Start conversations.
- ☐ Other:

♥ Using "I" Statements

Instead of blaming or criticising, try describing how you feel.

Examples:

"I feel worried when..."

"I feel upset because..."

"I would appreciate..."

"I need..."

♥ Practise an "I" Statement

Instead of saying...

I could say...

♥ One conversation I'd like to have

♥ Remember

Clear communication isn't about winning an argument.

It's about helping others understand your thoughts and feelings while listening respectfully to theirs.

Honest, respectful communication builds stronger and healthier relationships.

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PAGE 5 – Saying "No" Respectfully

Saying "no" can sometimes feel uncomfortable, but it's an important part of looking after your wellbeing.

Healthy boundaries help protect your time, energy and mental health.

Remember, saying "no" to something doesn't mean you're rejecting a person—it means you're making a choice that's right for you.

 I sometimes find it difficult to say "no" because...

- ☐ I don't want to upset people.
- ☐ I feel guilty.
- ☐ I worry people won't like me.
- ☐ I don't want to let others down.
- ☐ I feel pressured.
- ☐ I don't like conflict.
- ☐ Other:

 Polite Ways to Say "No"

- ✓ "Thank you for asking, but I can't this time."
- ✓ "I'm not able to commit to that right now."
- ✓ "I appreciate the invitation, but I'll have to decline."
- ✓ "I need some time for myself today."
- ✓ "That doesn't work for me, but thank you."

♥ A Situation Where I'd Like to Say "No"

♥ How Could I Respond Respectfully?

♥ Remember

Every time you set a healthy boundary, you're showing respect for yourself and others.

You don't have to explain or justify every decision you make.

It's okay to say "no" when you need to.

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PAGE 6 – Managing Difficult Conversations

Difficult conversations are a normal part of life.

Although they can feel uncomfortable, approaching them with honesty, respect and empathy can strengthen relationships and help resolve misunderstandings.

Remember, it's okay to take your time before responding.

 Before a Difficult Conversation

- ☐ I know what I want to say.
- ☐ I have listened to the other person's perspective.
- ☐ I am calm enough to talk.
- ☐ I have chosen an appropriate time and place.
- ☐ I am ready to listen as well as speak.
- ☐ I will remain respectful.

 During the Conversation

- ☐ Speak calmly.
- ☐ Listen without interrupting.
- ☐ Use "I" statements.

- ☐ Stay focused on the issue.
- ☐ Avoid blame.
- ☐ Be willing to compromise where appropriate.
- ☐ Take a break if emotions become overwhelming.

A Difficult Conversation I Need to Have

What Would a Positive Outcome Look Like?

Remember

Not every difficult conversation will go perfectly.

What matters is communicating with honesty, respect and kindness.

Even when you disagree, you can still choose to treat yourself and others with dignity.

Courage isn't avoiding difficult conversations—it's having them with compassion and respect.

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PAGE 7 – Understanding Body Language

Communication isn't just about the words we use.

Our facial expressions, posture, eye contact and tone of voice all play an important role in helping others understand how we feel.

Being aware of your body language can improve conversations and reduce misunderstandings.

 During conversations, I usually...

- ☐ Make eye contact.
- ☐ Smile when appropriate.
- ☐ Keep an open posture.
- ☐ Fold my arms.
- ☐ Look away when speaking.
- ☐ Fidget when nervous.
- ☐ Nod to show I'm listening.
- ☐ Speak calmly.
- ☐ Other:

Positive Body Language

- ☐ Make comfortable eye contact.
- ☐ Face the person you're speaking to.
- ☐ Relax your shoulders.
- ☐ Listen without interrupting.
- ☐ Use a calm tone of voice.
- ☐ Show interest through your expressions.
- ☐ Respect personal space.

One thing I'd like to improve

A situation where positive body language could help me

Remember

People often remember how you made them feel more than the exact words you used.

Kind, respectful body language can help others feel safe, valued and understood.

Good communication starts with both your words and your actions.

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PAGE 8 – Resolving Conflict Respectfully

Disagreements are a normal part of life.

Conflict doesn't always have to damage relationships. When handled with respect and understanding, it can lead to stronger communication and better solutions.

Remember, the goal isn't to "win"—it's to understand and work towards a positive outcome.

 When conflict happens, I usually...

- ☐ Stay calm.
- ☐ Walk away.
- ☐ Become defensive.
- ☐ Raise my voice.
- ☐ Listen to the other person.
- ☐ Try to understand their point of view.

☐ Avoid the conversation.

☐ Look for a solution.

☐ Other:

Healthy Ways to Resolve Conflict

☐ Stay calm.

☐ Listen without interrupting.

☐ Respect different opinions.

☐ Focus on solving the problem.

☐ Be willing to apologise if needed.

☐ Look for compromise.

☐ Take a break if emotions become overwhelming.

☐ Treat everyone with respect.

A disagreement I'd like to handle differently

What could I do differently next time?

♥ Remember

Conflict doesn't have to end relationships.

Listening, showing empathy and working together often leads to stronger understanding.

Respectful communication can turn disagreement into an opportunity to learn and grow.

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PAGE 9 – Building Stronger Relationships

Healthy communication helps build trust, understanding and stronger relationships.

Every conversation is an opportunity to strengthen your connection with others through kindness, honesty and respect.

Remember, healthy relationships are built over time through consistent communication.

♥ I can strengthen my relationships by...

☐ Listening without interrupting.

- ☐ Being honest.
- ☐ Showing empathy.
- ☐ Respecting boundaries.
- ☐ Saying thank you more often.
- ☐ Spending quality time together.
- ☐ Being patient.
- ☐ Offering support.
- ☐ Communicating calmly.
- ☐ Other:

♥ Someone I'd like to strengthen my relationship with

♥ One positive step I can take this week

My Relationship Goals

- ☐ Communicate more openly.
- ☐ Listen more carefully.
- ☐ Resolve disagreements respectfully.
- ☐ Spend more quality time together.
- ☐ Show appreciation more often.
- ☐ Respect each other's boundaries.
- ☐ Build trust.
- ☐ Other:

Remember

Healthy relationships don't require perfect people.

They grow through honesty, patience, understanding and kindness.

Every small positive conversation helps build stronger connections.

Good communication is one of the greatest gifts you can give yourself and the people around you.

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PAGE 10 – My Communication Action Plan

Congratulations on completing this workbook.

Good communication is a skill that develops throughout life. Every conversation gives you another opportunity to listen, learn and express yourself with confidence and kindness.

Use this page to create your personal communication plan.

♥ Three Communication Skills I Want to Improve

1.

2.

3.

♥ This Week I Will...

- ☐ Listen without interrupting.
- ☐ Speak honestly and respectfully.
- ☐ Use "I" statements.
- ☐ Ask for clarification if I don't understand.
- ☐ Respect other people's boundaries.
- ☐ Set healthy boundaries of my own.

☐ Stay calm during difficult conversations.

☐ Practice active listening every day.

My Personal Reminder

When communication feels difficult, I want to remember...

My Communication Promise

"I will communicate with honesty, respect and kindness. I will listen to understand, speak with confidence, and continue learning from every conversation."

Signature: _____

Date: ____ / ____ / ____

Final Thoughts

Good communication isn't about always saying the perfect thing.

It's about listening with empathy, speaking with respect and being willing to learn and grow.

Every positive conversation can strengthen relationships, build trust and improve your wellbeing.

Thank you for using this workbook.

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 Supporting your mental health and wellbeing through better communication.