

# COMMUNICATION PRACTISE DIARY EXAMPLE

<i>Describe the communication? With whom? Subject?</i>	<i>How did the situation come about?</i>	<i>What did you really want from the person or situation? What did you actually get?</i>	<i>What did the other person want? What did they actually get?</i>	<i>How did you feel (physically and emotionally) during and after?</i>	<i>What do you notice now (physically, emotionally, mentally) as you recall this?</i>
Called phone company about changing my phone plan	Wanted to add my son's phone to my account. This was the third time I'd been transferred	I wanted her to take responsibility. She said I needed to talk to yet another person	To have me talk to someone else, to end this call. I agreed to talk to another person	Tight shoulders. Angry at the time wasted. Felt better once I got to the right person	At first tightness, then a knotted stomach, feel guilty for being so angry at someone doing their job

