



Tact is saying what needs to be said as gently as possible, and trying not to offend the other person.

*** Take ownership!**

Say...

“I think...” or “I feel...” or “I don’t want to...”

Rather than...

**“Everyone thinks that...” or “People say that...”
or “Everyone feels...”**

- * State the facts that are involved in the situation – what happened, who did what, your thoughts and feelings.**
- * State your reasons for thinking or feeling the way you do.**
- * Tell the person what you want to happen.**