| **1) DESCRIPTION OF THE TOOL** |
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| **Activity: “How to announce something negative”**  What often hurts or offends people is when someone tries to tell them something that is not easy to say. To try to improve, participants will imagine a negative thing, behaviour or habits that someone has and try to tell those people. |

| **2) OBJECTIVES OF THE TOOL** |
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| • Work on the words we use to describe something we don’t like without showing hostility.  • Find a positive stance and positive non-verbal behaviour to announce something negative.  • Take in count what the receiver might feel. |

| **3) CONNECTION OF THE TOOL WITH THE SKILL** |
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| Communication is the base of human relations, yet it is more complicated than just saying words. |
| **4) MATERIAL RESOURCES** |
| • ideas of negative thing to say : bad breath, an error on an important mail or paper  • Groups of 2 |

| **5) HOW TO APPLY THE TOOL** |
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|  In groups of 2, one finds the negative thing about the other and has to tell them.   The receiver has to give feedback on how to improve and the way he received it.  Then switch roles.   Share insights in pairs or groups. |

| **6) WHAT TO LEARN** |
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| Having a positive way of announcing a negative thing brings maturity. |

| **7) EXTRA MATERIALS - LINKS** |
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| <https://www.mindtools.com/akn9qa4/motivation> |