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**Informal Practice Log (Communication Calendar) – Week 6**

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| **Describe this communication.****With whom? Subject?** | **What did you want from them and/or how did you want to be treated?**  | **What did you actually get (in terms of outcome and treatment)?** | **What do you think the other person wanted? What did they actually get (outcome/treatment)?** | **How did you feel (physically & emotionally)****during and after?** | **What do you notice NOW (physical/emotional/mental) as you recall this communication?** |
| ***EXAMPLE***Called phone company about changing my phone plan, this was the 3rd time I was transferred.  | I wanted her to change my plan, to take responsibility, to be sympathetic and understanding. | I was told I had to talk to someone else and I was transferred a 4th time. She was unsympathetic, even rude.  | To have me talk to someone else, for me not to be upset. She got me to agree to talk to someone else, but I remained irritated and upset. | Tight stomach, shoulders, angry at her and all the time it was taking. Better, once I got to right person. | At first, tightness, but then uneasiness in stomach – feel a little sheepish for being so angry at someone only trying to do their job. |
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