Exercise: XI

Responding to Meta-Talk Attitudes and Emotions

Here are some of the emotions, attitudes and feelings that you might encounter when communicating with others.

* Anger
* Frustration
* Sadness
* Nervousness
* Illness
* Pre-occupied
* Sarcastic
* Hurt
* Overwhelmed
  1. Write a statement you have heard or might hear from a colleague that would reflect one of the emotions listed above.
  2. Now, write out a **Meta-Talk** statement that would acknowledge that “emotion-filled” statement and create rapport and understanding.