NOTES:
Telling It Like It Is –With Tact!

Use the teacher’s definition to write what tact means:
Tact: ____________________________________________________________
________________________________________________________________________
________________________________________________________________________

Guidelines to keep in mind:

- When communicating with tact, remember to *take ownership* of what is going on.
- Use statements that start with “I feel…” or “I will…” rather than “You don’t…” or “Everyone thinks that…”
- When confronting someone about a situation, never start a sentence with “you” because it will sound as if you are accusing the person of something.
- AVOID THE BLAME GAME!

**STEPS FOR USING TACT:**

1. State the facts that are involved in the situation – what happened, who did what. (Do not use the word “you” at the beginning of the sentence!)
2. State how you are feeling and your reasons for thinking or feeling the way you do. (Make sure it is an emotion, not “I feel like hitting you…”)
3. Tell the person what you *would like to have* happen. (Be polite! Avoid saying “I want…”)

**Example:** Can you match the sentence to the proper step when using tact?

A friend of yours promised to go with you to the movies this Saturday. On Friday, he or she said, “Oh, by the way, I can’t go to the movies on Saturday, I’m going to a party.”

Using the steps for using tact, you might say:

1. “We agreed to go to the movies and now you have made other plans.
2. I’m disappointed and mad because I don’t think friends should break promises.
3. I’d really like you to keep your commitment and go with me to the movies.”