

RELATIONSHIP SKILLS

GOALS: Dialogue Well - Be in Process Communicating with Awareness of Self, Other, & Context

Healthy Process helps facilitate Change, Resolution, & Healing.

Difference Makers that Start in the Heart... from out of the heart the mouth speaks.

ATTITUDE – It's possible to maintain a good and constructive attitude even though you may feel angry and hurt. Learn to manage internal world of defenses, emotions, internal conflict and tension while maintaining focus on the other and expressing self assertively and adult-like.

Be Understanding – Thoughtful – Considerate – Respectful;

Be Loving – Patient & Kind;

Be Responsible for your choices in how you respond and behave;

Keep Perspective & Balance – don't minimize, don't catastrophize.

Be Quick to Listen, Slow to Speak, and Slow to Anger / React - Js 1:19

Control – Remember, our Control is over our self – not the other. We have incredible ability to control not only our words and behaviors, but especially in *how* we do so.

ASSERTIVE / ADULT-LIKE – You *respond* more than you *react*. You have confidence that you can express your feelings, thoughts, needs and desires – *as well as possible*. You listen attentively, and let other people know that you have heard them. You are open to *reconsidering* your beliefs, perspective, and point of view. You can give and receive compliments. You can deal effectively with criticism, without becoming overly angry or defensive. Your body language reflects openness and warmth.

THINK – Is it: **T**houghtful – **H**elpful – **I**nsightful – **N**ecessary – **K**ind

ADMIT MISTAKES – Why? Because you make them! Remember, we are human and part of being human is that we're not perfect. In every scenario we could have played our part differently and more effectively.

ACKNOWLEDGE and Validate with genuine Understanding the other's feelings, thoughts, points of view, perspective – do the best you can to let the other know you understand them as much as possible.

CEVN's – Communication Vitamins

CLARITY - Seeking to get *clear* on the intention, meaning, issues, concerns, needs, wants, expectations, perceptions, and feelings. “So what I hear you saying is... Is this accurate?” “Is this what you mean?” It's ok if you don't understand, or if it doesn't seem clear. Learn to make *comments* or ask *questions* until you gain understanding.

“What is this about? Where else could this be coming from?”

“What part of history, self, or memories is getting triggered?”

EMPATHY – Demonstrate and Acknowledge *understanding* for the emotional climate underneath the issues and concerns. "That must feel _____ for you, is that accurate?"

VALIDATION – *Acknowledge* with warm regard and respect for the other's thoughts, feelings, and intent – “that makes sense... I can see your point... is there more?” Important to note that

validation is not about agreement - you can still validate and understand whether or not you agree.

NEEDS / WANTS - Find out what the other need or wants. “Do you need feedback? Do you just need me to listen? Do you need a hug? Please make clear to me what you need or want.”