



COMMUNICATION

PRESENTER: REBECCA MULLAN

WHY COMMUNICATION?

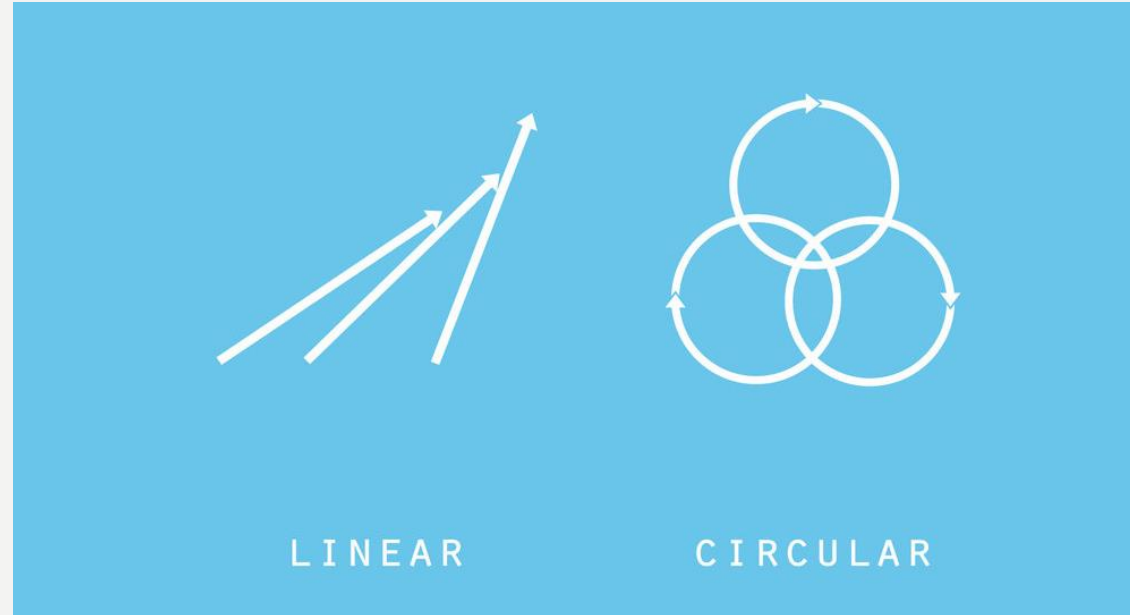


AGENDA



- External vs. Internal; Circular vs. Linear
- Gender Differences & Tips
- Communication 101
- Check Yourself!
- 4 Apocalyptic Horsemen
- Do's and Don'ts
- Raw Spots
- Communicating for Temperaments

PROCESSING DIFFERENCES



PROCESSING DIFFERENCES



COMMUNICATION- MEN

- Tend to be internal
- Need time to think
- Empty Boxes



COMMUNICATION-WOMEN

- Window pop ups
- External processors
- Want to feel heard and understood



Tips FOR WOMEN

- Allow time for empty boxes
- Practice staying in one box
 - Give heads up on boxes need to cover and plan time
- Respect decisions and thoughts once communicated

The word "TIPS" is rendered in large, three-dimensional wooden letterpress characters. The letters are a light, natural wood color with visible grain, set against a dark, textured grey background. The letters are slightly raised, creating a shadow effect.

TIPS

FOR MEN

- Allow time for Listening
 - Separate times for fixing vs. times for listening
 - When in doubt ask!
- How to Listen
 - Full attention
 - Affirm and Empathize
- Don't panic! The noodle does end at some point

COMMUNICATION 101:

- When _____ I felt _____
- Investigate
 - I'm wondering, I'm curious, I want to ask you
 - Is there a solution?
 - Ask for help with problem vs. accusation
- Sandwich in Love
 - First start with a positive
 - Connect the reason you are bringing something up back to love because you care, want to have a good relationship
- PAUSE



CHECK YOURSELF!

- Ask Yourself:
 - What's my Motivation
 - What am I hoping to get out of this conversation?
 - Can I approach this in Love?
- When in doubt come back to the GOAL of communication
 - To LOVE, KNOW, HONOR, and HOLD my spouse
- Pray before difficult conversations



BREAK & DISCUSSION QUESTIONS

- Use the check list to mark aspects of processing and communicating you can relate to.
- How do you see these things affecting your relationship and communication?
- Think of a complaint, issue or concern you have had recently with your spouse. What would it sound like to start with a positive? Practice presenting this concern by sandwiching it in love (ie- starting with a positive and connecting your reason for bringing up being because you care about the relationship).
- Are there any other areas of communication in the relationship where you find yourselves struggling? Are there any ways you could change your approach, behaviors, etc., to help make it easier?

4 APOCALYPTIC HORSEMEN

THE FOUR HORSEMEN AND HOW TO STOP THEM WITH THEIR ANTIDOTES

CRITICISM

Verbally attacking personality or character.



GENTLE START UP

Talk about your feelings using "I" statements and express a positive need.



CONTEMPT

Attacking sense of self with an intent to insult or abuse.



BUILD CULTURE OF APPRECIATION

Remind yourself of your partner's positive qualities and find gratitude for positive actions.



DEFENSIVENESS

Victimizing yourself to ward off a perceived attack and reverse the blame.



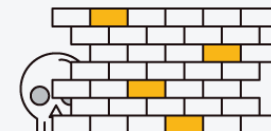
TAKE RESPONSIBILITY

Accept your partner's perspective and offer an apology for any wrongdoing.



STONEWALLING

Withdrawing to avoid conflict and convey disapproval, distance, and separation.



PHYSIOLOGICAL SELF-SOOTHING

Take a break and spend that time doing something soothing and distracting.



BEWARE THE HORSEMEN

1. Criticism = attacking partner's character
 - Antidote: investigate, lead with love
2. Contempt = tearing down, insulting partner
 - Antidote: Appreciation



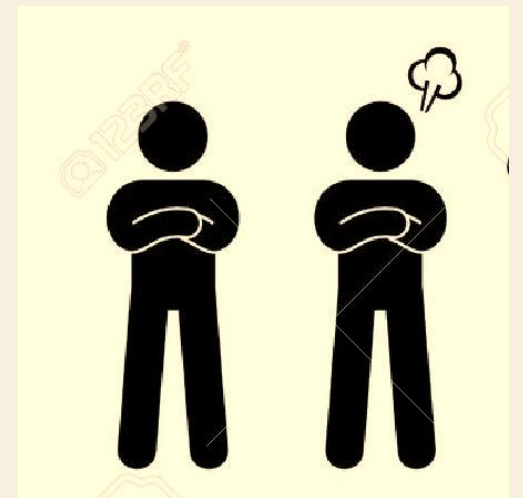
BEWARE THE HORSEMEN

3. Defensiveness = denying responsibility, making excuses etc.

–Antidote: Accept responsibility

4. Stonewalling = refusing to respond

–Antidote: self sooth, take breaks



DO'S VS. DON'TS:

Do's	Don'ts
Investigate	Accuse
Solicit their help	Demand
Ask questions	Make your own conclusions
Take breaks	Shut down, Walk away
Lead with Love	Criticize & Attack
Practice Appreciation	Show Contempt
Relax you body/tone	Yell, Shout, Slam etc.
Reference your Constitution	Threaten

*To be continued: Assuming Positive Intent & Apologizing vs. Amends!

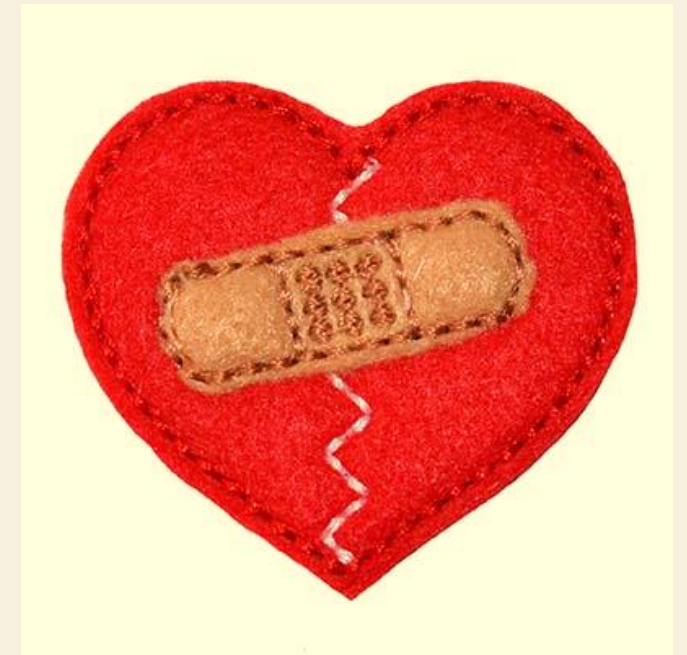


FIGHT FAIR

EFT-RAW SPOTS

Raw Spots=

A hypersensitivity formed by moments in a person's past when an attachment need has been repeatedly neglected, ignored, or dismissed, resulting in a person's feeling deprived or deserted



RAW SPOTS- WHAT HAPPENS?

If either of the following happens, it suggests a possible raw spot.

1. On face value, your emotional reaction is out of proportion to what has happened.
2. There's a big shift in your emotions that happens all of a sudden. You go from feeling "fine" to feeling "not fine" in an instant.



RAW SPOT



1. When you're being excluded from a group
2. When someone isn't valuing you or the work you do
3. When you've got an important ambition/dream that other people aren't interested in or seem to doubt your ability to achieve
4. When a conversation partner is misunderstanding what you're try to say, or not acknowledging the point you're making
5. When someone turns away from you physically (e.g doesn't respond to your touch, doesn't give you their full attention while you're trying to talk)
6. Criticism, jokes, or mocking about something that's fundamental to who you are as a person
7. When someone tells your feelings aren't valid or that your feelings are unreasonable
8. When you feel only "conditionally accepted" (as opposed to unconditionally accepted)
9. When you think someone dislikes you or views you negatively

RAW SPOT



10. When you communicate a need to someone you trust and it gets ignored, minimized, mocked, or criticized e.g. you signal that you need comforting or support and don't get it
11. When you think someone is judging you as not good enough, worthless, or not as good as someone else
12. When you think someone is trying to control you
13. When you want to explore/take risks and can't
14. When someone doesn't appreciate your skills, is not giving you enough autonomy or won't let you use the skills you have
15. When someone is trying to change you or make you into something you're not
16. When you're not believed, or unsure if someone will believe you
17. When you're unsure about whether someone will protect you from harm or defend you to other people
18. You think someone is telling you don't deserve something

DEALING WITH RAW SPOTS

- Identify
- Respect
- Heal



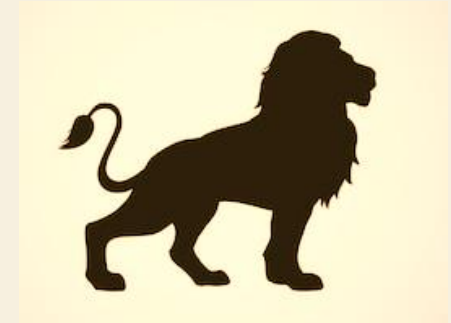
BREAK & DISCUSSION QUESTIONS

- From the list of raw spot examples, are there any that resonate with me?
- When have you seen these raw spots affect the relationship?
What has triggered it?
- When a raw spot is triggered, what is something your spouse could do to help create a different more positive outcome?

COMMUNICATION WITH CHOLERIC

Responds: Quickly, intensely, with lengthy duration

Wants to know: The bottom line, the essentials, the action item



Makes Decision based on: Logic, expediency, and the goal (is willing to bend rules in favor of successful outcome)

During Conflict: Tend to blame others or get angry, insists on being right or wants to 'fix it' immediately

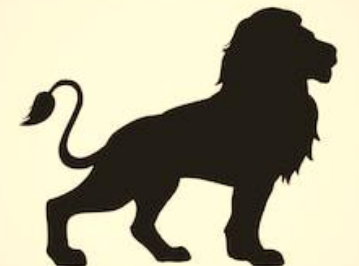
How to Deal with: Treat with respect and appreciation, allow them to take charge in appropriate ways, help grow in empathy by showing them how it will help them become successful

SKILL FOR A CHOLERIC

Gifts: Straight forward, willing and ready to discuss almost anything at anytime

Communication Skills for a Choleric:

- Empathy: Take time to listen to persons feelings and motives
- Softened Start up: ease into an issue by working up to it
- Reduce need to 'be right' by seeing things as not a debate with one winner, but a team task. The goal is for both to be winners



COMMUNICATION WITH SANGUINE



Responds: quickly, intensely, with short duration

Wants to know: who will be there? Will it be fun? Are you going with me? Are you happy?

Makes Decision based on: Interpersonal connections, what other people think, who is involved, whether people will like them

During Conflict: Wants to look on the bright side, avoids negativity, may skim over problems or pretend everything's fine

How to Deal with: Take positive approach even in conflict, do things together, express your love and affection for him (start with a positive), help them to follow through and hold them accountable to having difficult conversations

SKILLS FOR SANGUINE

Gifts: Sense of humor, relational, very expressive and passionate

Communication Skills for a Sanguine

- Practice listening with mouth closed (hear without interrupting or interjecting)
- Run marital diagnostics: periodically ask your spouse (especially if introverted) if anything is bothering them



COMMUNICATION WITH MELANCHOLIC

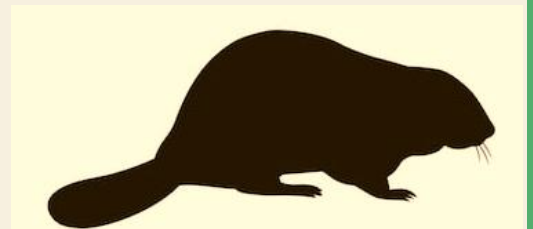
Responds: slowly, but intensely, a prolonged reaction, with intensity building over time

Wants to know: More details and specifics, further information, what are the rules

Makes Decision based on: Principles, how things 'should' be, the ideal

During Conflict: Tends to let problems build up and then will overstate or become vehement and overly dramatic, tends to generalize negatively

How to Deal with: respect their rules, their quiet, their order, and their space, support them in initiating, acknowledge their valuable insight into problems, give them time to make a decision, ask what is on their mind

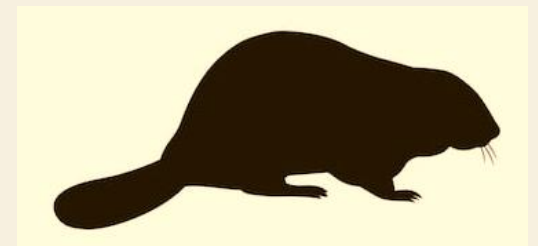


SKILLS FOR MELANCHOLIC

Gifts: Thinks before they speak, believe in and pursue beautiful ideals

Communication Skills for a Melancholic

- Remind everything doesn't have to be perfect (nothing can be)
- Accept others and then motivate for positive change vs. demand (can lead to discouragement of spouse/family)
- Be specific and avoid generalizations
- Reflect on underlying positive



COMMUNICATION WITH PHLEGMATIC

Responds: slowly, not intensely, with short duration

Wants to know: Will everything go smoothly, Are people getting along? Are we okay?

Makes Decision based on: Relationships, what others think or want, cooperation

During Conflict: will take blame to avoid conflict; will outwardly acquiesce, but might internally withhold agreement; might avoid conflict altogether if anxiety is high

How to Deal with: encourage to take charge at times, gentle reminders (avoid nagging), give positive feedback and words of affirmation to build confidence



SKILLS FOR PHLEGMATIC

Gifts: natural humility, empathy and cooperation

Communication Skills for a Phlegmatic:

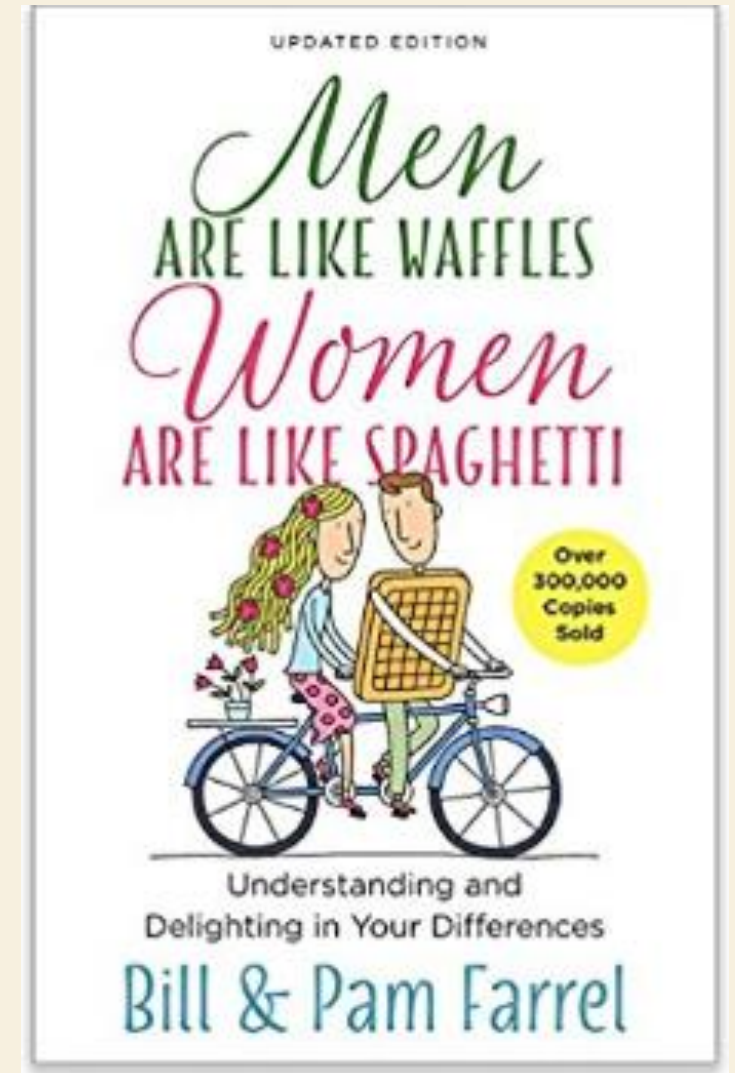
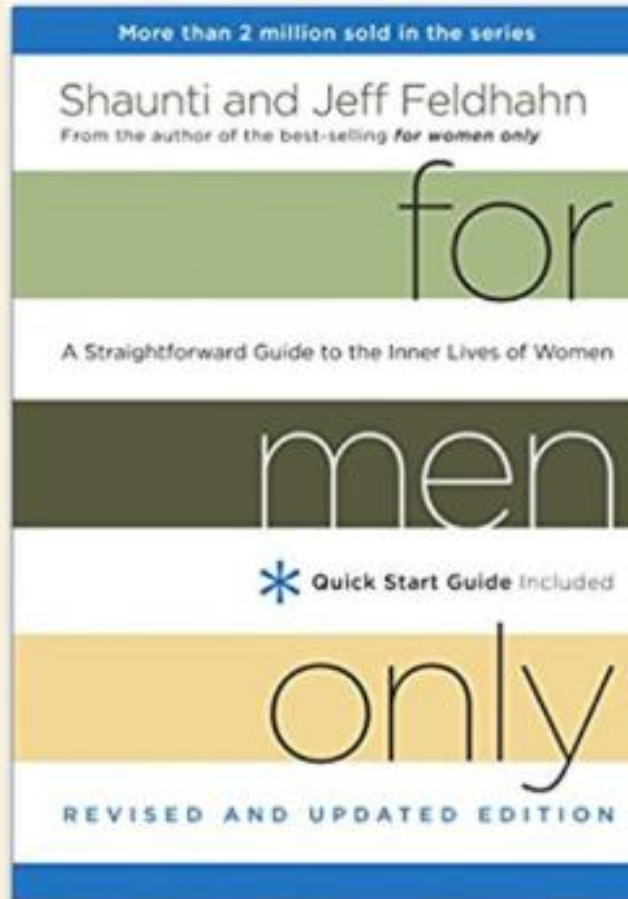
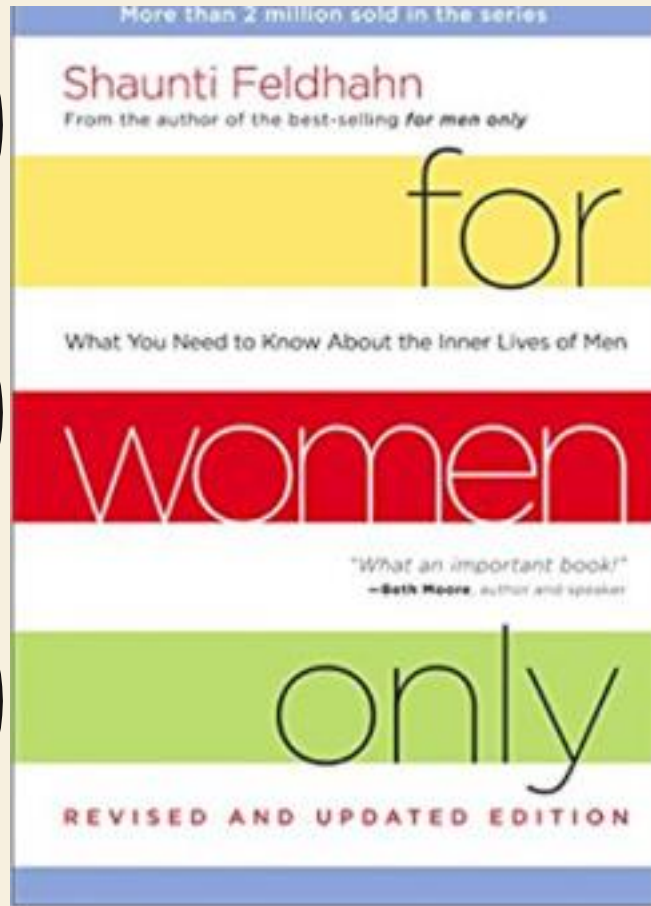
- Confrontation: learning to say no, stand up to problems and address more vocally,
- Practice expression:
- Increase willingness to disclose: what is on your heart and mind?
- Underlying Positive:



QUESTIONS?



RESOURCES



RESOURCES

