

REAL COMMUNICATION SKILLS FOR INTERPERSONAL RELATIONSHIPS

WHAT DOES BAD COMMUNICATION LOOK LIKE?

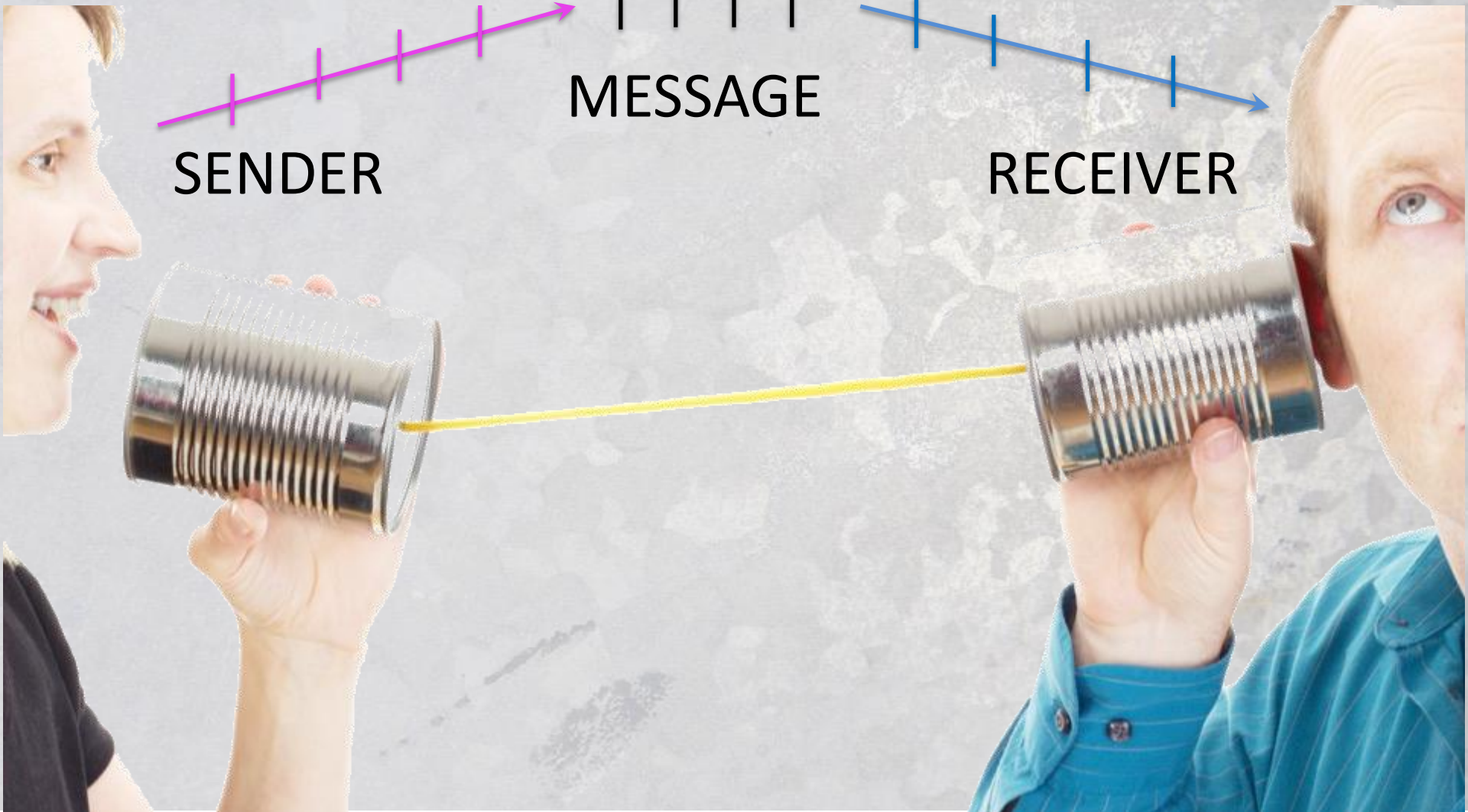
- Emotional reactivity and escalation
- Closed body language
- Lack of eye contact
- Negative tone
- Sarcasm
- Blaming
- Contempt
- Withdrawal
- Speaking in absolutes
- Lecturing or interrupting
- Dredging up past issues
- Inability or unwillingness to understand other's perspective



WHAT DOES GOOD COMMUNICATION LOOK LIKE?

- Eye contact
- Open, inviting body language
- Positive tone
- Self-Control
- Engagement
- “I” statements
- Address specifics
- Focus on issue at hand
- Everyone feels understood
- Ability or willingness to understand and verbalize the other’s perspective





GOOD COMMUNICATION

- Helps people to “know” and “be known”
- Is often not modeled well
- Can be learned and developed



G.R.O.W. IN GOOD COMMUNICATION



1. **G**ive
2. **R**eceive
3. **O**ffer understanding
4. **W**ork together

HOW IT WORKS



1. Person 1: **G**ives
2. Person 2: **R**eceives
3. Person 2: **O**ffers understanding
4. Switch: **W**ork together



5. Person 2: **G**ives
6. Person 1: **R**eceives
7. Person 1: **O**ffers understanding
8. Switch: **W**ork together

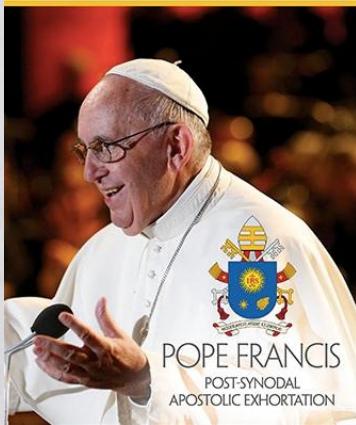
A woman with blonde hair is shown in profile, holding a silver tin can telephone receiver to her ear. A yellow string is visible extending from the can. A dark blue speech bubble is positioned above her, containing the text '1. Give'.

1. Give

Tips for GIVING

- Speak for yourself. Use “I” statements.
- Share THOUGHTS, FEELINGS, DESIRES
- Be specific (thoughts, feelings, desires)
 - “I **think**...”
 - “I **feel**...”
 - “I **would like/desire/hope/want**...”
- Start with the underlying positive: **what is the “good” you desire?**
- Express yourself in ways that can be easily understood and processed. Short, clear.
- Avoid generalizations and character assassinations.
- Make a complaint, not a criticism.

THE JOY OF LOVE
AMORIS LAETITIA



“The ability to say what one is thinking without offending the other person is important.

Words should be carefully chosen so as not to offend, especially when discussing difficult issues. Making a point should never involve venting anger and inflicting hurt.

A patronizing tone only serves to hurt, ridicule, accuse and offend others.”

AL 139

HOW IT WORKS



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Tips for RECEIVING

2. Receive

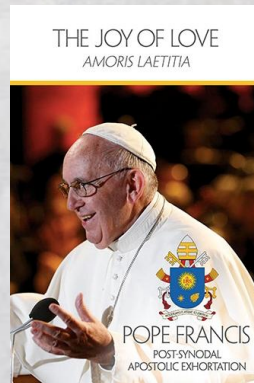
- Listen to UNDERSTAND *not* agree.
 - Don't interrupt.
 - Don't correct.
 - Don't judge.
 - Don't try and solve problem.
- Listen with **EMPATHY** (the ability to understand what it is like for *them*).
- Focus on you're the other's person's message.
- What is his or her concern?
- Receive their thoughts, feelings, desires.
- Be curious and see if you can learn something new.



EMPATHY

“We have to
put ourselves in their shoes
and try to *peer into their hearts*,
to perceive their deepest concerns
and to take them
as a point of departure
for further dialogue.”

AL 138



2. Receive



“Take time, quality time.

This means being ready to *listen patiently and attentively* to everything the other person wants to say.

It requires the self-discipline of not speaking until the time is right.

Instead of offering an opinion or advice, we need to be sure that we have heard everything the other person has to say.” AL 137

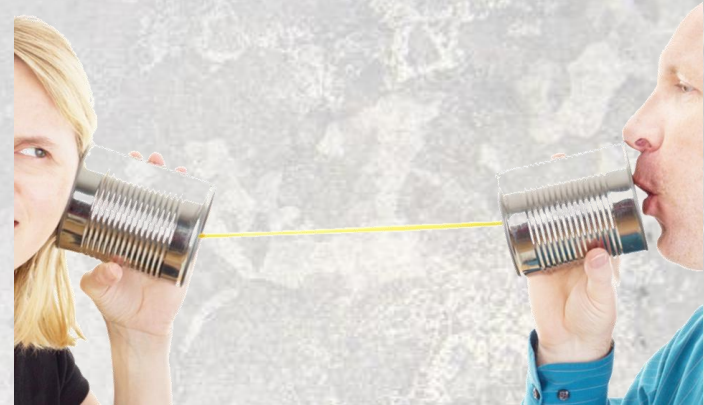
2. **R**ecieve



HOW IT WORKS



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- Articulate what you heard and understood. Do so convincingly.
- The key issue is to articulate what the other is experiencing and saying, not what you think or how you feel about it.
- Be open to correction.
- Your goal =



3. Offer understanding



6 words to start:

“What I hear you saying is _____”

“If I understand you correctly, you THINK _____.”

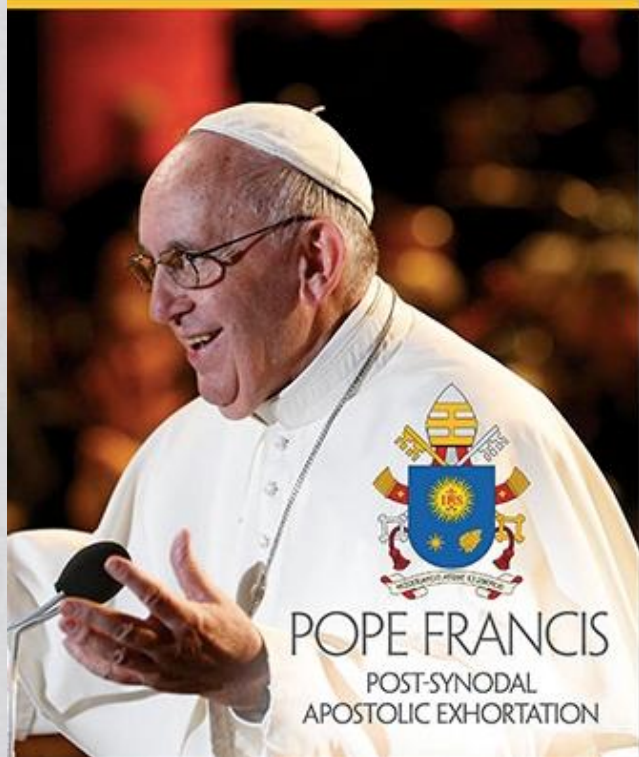
“If I understand you correctly, you FEEL _____.”

“If I understand you correctly, you WANT _____.”

3 words to end:

“Is that correct?”

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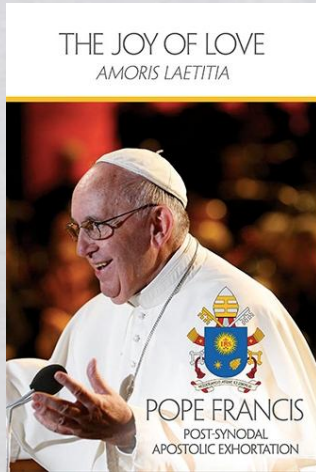


“Do not be rushed,
**put aside all of your
own needs and worries,**
and make space.

Often the other spouse
does not need a solution
to his or her problems,
but *simply to be heard,*
to feel that someone has acknowledged:

- their pain,
- their disappointment,
- their fear,
- their anger,
- their hopes and their dreams.” AL 137

“Never downplay what they say or think,
even if you need to express your own point of view.



Everyone has something to contribute,
because they have their life experiences,
they look at things
from a different standpoint
and they have their own
concerns, abilities and insights.

We ought to be able to acknowledge the other person’s truth,
the value of his or her deepest concerns,
and what it is that they are trying to communicate,
however aggressively.”

AL 138



4. **W**ork together

Share well. Listen well.

Remember:

- ✓ You can help set the tone of the conversation by modeling good speaking and listening.
- ✓ Even if the other person doesn't communicate well, you can!
- ✓ You can always express yourself well.
- ✓ You can always listen well (with **empathy**).
- ✓ You can improve your interpersonal communication and make a difference for others.



“Keep an open mind.

Don't get bogged down
in your own limited ideas and opinions,
but be prepared
to change or expand them.

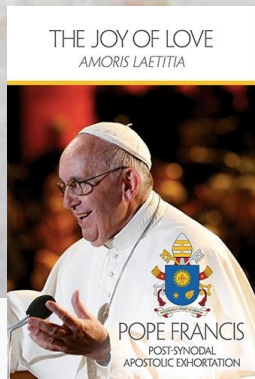


The combination
of two different ways of thinking
can lead to a synthesis that enriches both.



**The unity that we seek
is not uniformity [or conformity],
but a *'unity in diversity,'*
or *'reconciled diversity.'*”**

AL 139



GROWing in GOOD COMMUNICATION

- Not just a technique.
- Becomes a way of relating.



PRACTICE G.R.O.W.



1. **G**ive
2. **R**eceive
3. **O**ffer understanding
4. **W**ork together



What is a favorite gift you have received?

1. What did you **think** about it?
2. How did it make you **feel**?
3. What **desire** did it *fulfill* or *inspire*?

NO JUDGEMENT, just receive and offer understanding!

GOOD COMMUNICATION TIPS

- Separate “problem understanding” from “problem solution”
- Communicate at appropriate times.
- Use GROW for positive things!
- Use GROW at work.
- Use GROW at home.
- Use GROW with kids. Lead with *empathy*.
- Use GROW with extended family.
- Use GROW everywhere!

