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# ON COMMUNICATION

TIPS, TRICKS, & TOOLS FOR VALUES-DRIVEN COMMUNICATION

# WHAT IS VALUES-DRIVEN COMMUNICATION?



- Using emotional management tools to communicate *respectfully, honestly, vulnerably, and compassionately*
- This is much easier to do when emotions are **LOW**.

# 4 GOALS OF COMMUNICATION

1. Use **I-Focused** language
2. Remember *TONE, TACT, & TIMING*
3. **Attune** to the underlying emotions of a behavior
4. Manage your own emotions

# GOAL 1: I-FOCUSED LANGUAGE

- We are taught to point out the flaws in others, without acknowledging our own emotional experience.
- Notice the difference between “You never take out the trash!” to “I feel frustrated when I have taken the garbage out the past three weeks.”
- By keeping the focus on yourself, you are owning the only thing that you can own: YOURSELF.

**The I-FEEL STATEMENT is a fantastic tool for using I-focused language.**

# THE I-FEEL STATEMENT



1. I feel \_\_\_\_\_. (name emotion)
2. What I notice in my body is \_\_\_\_\_.
3. I feel this way when \_\_\_\_\_. (What is the objective view of what is happening - ie what are the facts?)
4. I feel this way because I believe \_\_\_\_\_. (What is your belief about why you feel the feelings you have - ie what are your values that have been affected?)
5. I choose to respond by \_\_\_\_\_. (Name a skill you can use in the moment on your own or with your family - ie 'take space and breathe until I am calmer.')

# GOAL 2: THE THREE T'S OF COMMUNICATION

## tone

- What is the pitch of your voice?
- If you were hearing that tone, would you be open to the words?

## Tact

- Your words matter!
- The key here is **I-FOCUSED LANGUAGE** - 'I feel this,' not 'you did this!'

## Timing

- Remember the Emotional Capacity Cup? Everyone has one!
- Recognizing when your cup is full, OR when your partner's cup is full is key to effective communication

# GOAL 3: ATTUNEMENT WITH BOUNDARIES



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SO ... WHAT IS ATTUNEMENT?

Ability to connect with the  
UNDERLYING emotion of a behavior

AND ... WHAT ARE BOUNDARIES?

Stating what you are capable of  
listening to / holding space for

**Often, a person is better at doing one or the other!**

# WHAT IS AN EXAMPLE?



Imagine you just **LWC THERAPIES PLLC**  
child in a lie ... LEARN. GROW. HEAL. TOGETHER.

## **All Attunement, No Boundaries**

Oh, honey, it's okay. I see that you're super stressed with school. Here, let me help you finish that paper.

## **All Boundaries, No Attunement**

You did what? I am so disappointed in you. You're grounded for three weeks, no phone.

## **Balanced Attunement with Boundaries**

I understand that you were feeling anxious about this paper. However, you will need to stay home tonight to finish it rather than go to the movies with your friends.



## GOAL 4: MANAGING YOUR EMOTIONS

- Using emotional management tools to communicate *respectfully, honestly, vulnerably, and compassionately*
- This is much easier to do when emotions are **LOW**.

### Goals:

- Balance attunement (to their emotions) with boundaries
- Communicate assertively

SO ... WHAT DOES ALL THIS  
POINT TO?



ASSERTIVE  
COMMUNICATION!



# TELL ME ABOUT ASSERTIVE COMMUNICATION

- Clearly stating needs and wants, without care-taking other's emotions.
- Managed tone & volume of voice.
- Open to feedback.

<b>Scenario</b>	A friend asks to borrow your car. This will be a big inconvenience for you.
<b>Passive</b>	Umm, yeah, I guess that's fine. Do you need me to fill the tank?
<b>Aggressive</b>	No way! Why would I let you borrow my car? You're crazy to even ask.
<b>Assertive</b>	I need my car that day, but I'll have time to drop you off.



REMEMBER ...

EFFECTIVE COMMUNICATION *REQUIRES*  
EMOTIONAL MANAGEMENT



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