

Connecting through Communication

Appreciation Dialog

SENDER	RECEIVER
Ask for appointment Make eye contact Take a few deep breaths in sync	Grant appointment Make eye contact Take a few deep breaths in sync
Then say “One thing I appreciate about you is...”	MIRROR “Let me see if I got you. You said ...” “Did I get it?” (add or correct) “Is there more about that?”
Feeling “And what that makes me feel is...”	MIRROR “Let me see if I got you. You said ...” “Did I get it?” (add or correct) “Is there more about that?”
Childhood Memory (positive or neg) “What that reminds me of when I was little is ...”	MIRROR “Let me see if I got you. You said ...” “Did I get it?” (add or correct) “Is there more about that?”
“You got it.” “Thank you for listening.”	Summarize “Let me see if I got all that. In summary, you are saying ...Did I get it all?” “Thank you for sharing that.”
End with a 1 min full-body hug.	

Created by Harville Hendrix and Helen

Frustration Dialog

SENDER	RECEIVER
Ask for appointment Make eye contact Take a few deep breaths in sync	Grant appointment Make eye contact Take a few deep breaths in sync
<p>START WITH AN APPRECIATION "One thing I appreciate about you is..."</p> <p>FEELING "And what that makes me feel is..."</p>	<p>MIRROR "Let me see if I got you. You said ..." "Did I get it?" (add or correct) "Is there more about that?"</p> <p>MIRROR "Let me see if I got you. You said ..." "Did I get it?" (add or correct) "Is there more about that?" "Thank you for sharing that."</p>
<p>THEN SHARE A FRUSTRATION "It was frustrating when ..." "When that happened, I felt ..." "That reminds me when I was little and ..." "When I experience that frustrating feeling, what I really want is _____." (a different positive behavior)</p>	<p>MIRROR "Let me see if I got you. You said ..." "Did I get it?" (add or correct) "Is there more about that?"</p> <p>Summarize "To summarize, what I heard you say is..."</p>
<p>Yes or no. If no, try again.</p>	<p>VALIDATE "You make sense, and what makes sense is..." "Is that the validation you need?"</p>
<p>Yes or no. If no, try again.</p>	<p>EMPATHIZE "I can imagine your feel..." "Did I empathize with you?"</p>
<p>End with a 1 min full-body hug.</p>	

Feelings and Acceptance

Feelings-Emotions are neither right nor wrong. They are spontaneous responses to our thoughts and beliefs. Empathy is the ability to truly be present. It's the ability to hold a safe space for others to feel their own emotions completely and to be able to understand their experience. Empathy is one of the most vital of emotional fitness skills.

Note:

If you say "I felt like or I felt that _____, you are sharing a thought or opinion.

If you say "I felt _____ an emotion on the feeling word guide to the right, you are sharing a feeling.

FEELINGS WORD GUIDE							
SAD	HAPPY	HURT	HELPED	INSECURE	CONFIDENT	TIRED	ENERGIZED
Depressed	Hopeful	Abused	Cherished	Weak	Strong	Indifferent	Determined
Lonely	Supported	Forgotten	Befriended	Hopeless	Brave	Bored	Inspired
Disgusted	Charmed	Ignored	Appreciated	Doubtful	Certain	Drained	Creative
Angry	Grateful	Judged	Understood	Scared	Assured	Sick	Healthy
Frustrated	Calm	Offended	Commended	Anxious	Prepared	Exhausted	Renewed
Annoyed	Amused	Victimized	Empowered	Defeated	Successful	Dull	Vibrant
Discouraged	Optimistic	Rejected	Accepted	Worthless	Valuable	Weary	Alert
Upset	Content	Cursed	Blessed	Guilty	Forgiven	Paralyzed	Enlivened
Despairing	Joyful	Destroyed	Healed	Ugly	Beautiful	Powerless	Strengthened
Uninterested	Enthusiastic	Hated	Loved	Pressured	At ease	Dejected	Motivated
Disappointed	Thrilled	Despised	Esteemed	Forced	Encouraged	Listless	Focused
Hateful	Loving	Mistreated	Taken care of	Stressed	Peaceful	Burned out	Rejuvenated
Bitter	Kind	Crushed	Reassured	Nervous	Relaxed	Fatigued	Invigorated
Sorrowful	Celebratory	Injured	Made whole	Worried	Secure	Blah	Animated
Mournful	Overjoyed	Tortured	Saved	Embarrassed	Comforted	Stale	Refreshed

Scale Of Acceptance by Dr Rick Blackmon

CONDEMN - Utterly reject the person, situation, or emotion as part of your life. Deny the reality of the situation.

RESIST - No longer trying to deny the person, situation or emotion but do not want it to be a part of your life. Negative emotions keep leaking out.

TOLERATE - Realize this person, situation or emotion is a part of my life and I am open to it.

ACCEPT - Accept the person, situation or emotion and have some positive emotions towards this reality.

EMBRACE - Whole-heartedly put my arms around the person, situation, or emotion. Turning the reality in which I live into a growth opportunity (modification).