

Habits for a Healthy Conversation

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Let's Review

Collaborative Communication Skills:

1. Power vs. Influence
 - a. We have very little power but a ton of influence
1. Reaction vs. Response
 - a. Stay in control of the conversation
 - b. Both/And Statements
 - c. Take the 'but' out of your conversation
1. Knowing vs. Understanding
 - a. Listen until you understand.
 - b. What it is about is not what it is about
1. The moment of Disproportionate Influence
 - a. Opposing Opinions, High Stakes, and Strong Emotions: Silence or Violence?

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4 Destroyers of Communication (Gottman's 4 Horsemen of the Apocalypse!)

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Criticism

There is a difference between a Complaint and a Criticism
A Complaint focuses on something specific and is objective
A Criticism focuses on something vague, and is subjective. It usually contains words like "always", and "never"

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Contempt

Types of Contempt are sarcasm and cynicism. It can be a form of aggressive anger.

The thing to remember LISTEN for:

Anger: Hurt x Fear

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Defensiveness

It is used in many ways. It can be used to blame others, to play the innocent victim.
All of which escalates a conflict.
The message it sends; I am incapable or unwilling to hear what you have to say and/or I don't care about you.

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Stonewalling

Criticism, Contempt, and Defensiveness all lead to Stonewalling.

It is an "Out" to all the negativity created by the first three.

It can be a protective measure when things feel overwhelming.

how to keep someone engaged in the conversation when they want to avoid dealing with the issue.

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Habits to Combat the Destroyers

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Soften Start Up

"The research shows that if your discussion begins with a harsh start-up, it will inevitably end on a negative note, even if there are a lot of attempts to "make nice" in between."

-John Gottman

What does a Soften Start-Up Sound Like:

"I realize that: I Didn't remind you, or
You have been busy, or
You have a lot going on
AND I still want to talk to you about _____.

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“I” vs. “You” Statements

“I” statements are gentler than their “You” counterparts

“I need...”
“I feel...”

It sounds like:
I need the copy of the immunization record by...
In order for me to give the medication, I will need the permission form.

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Describe Don’t Judge

Communicate what you see, or what is happening.

Sounds like:
I see that your child is uncomfortable wearing the clothes I have for accidents, so I need a favor and pack an extra set for them.

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Be concise

No one is a mind reader.
Reader’s Digest Version

I need a favor...

Sounds like:
I need a favor, would you please let me know in plenty of time for the next field trip.
I would appreciate it if you could send Suzy (diabetic child) to the clinic with a buddy everytime.

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Be Polite

"Please"

"I would appreciate it if ..."

"It would be huge help..."

Sometimes bringing up positive historical situations may help.

Bring up how generous and helpful it was to have the library for screening

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Don't Store Things Up

Be Vulnerable

Speak the Unspoken Dilemma

It is OK to not know the answer It is ok not to respond...

"I hear your concerns, and your questions. I am not prepared to answer them right now. I will consult with my _____ and we will get back to you."

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Empathy Fatigue!

<https://health.clevelandclinic.org/empathy-fatigue-how-stress-and-trauma-can-take-a-toll-on-you/>

You have all been under a huge stress.

You are doing a great job, hang in there.

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Amy Taldo RN, BSN, NCSN

amy.howard91@gmail.com

Thank you!
