

Say What?!

How to Communicate Anything to Anyone.

Kathy Gruver, PhD, CHt



Communication Loop



What are you trying to communicate? Know what you want, be clear

- What time do you want to eat Grandpa?
- What time do you want to eat, Grandpa?



How are you?

- Stressed
- Accusatory
- Tired
- Defensive
- Recalling and projecting a past experience
- It's not all about you (sorry fellow only children)
- Listen to and believe the feedback

In your face

Verbal vs. non-verbal (93/7)

One of the big issues with texts and emails

Is your non-verbal in alignment with your intention?

Ask people how you come across during communication or watch videos

Note your body language: open, closed, feet, arms; tone, facial expression

- Is that what you meant to say?

Timing

- Give someone warning that a conversation is going to take place
- Ask if it's a good time
- Take a break/timeout if needed, especially if you can't be present in that moment
- Be well-rested, well-fed and stress-free before having a tough conversation
- Think ahead to how the person might react to how you phrase something, use it like a chess match
- Rehearse

You don't lose weight jumping to conclusions

- Ask yourself, “Do I know that to be true?”
- What might they see, know or feel that I don't?
- Do I have evidence to support that?
- Make an observation, not a judgment
- Feelings aren't facts

Communication styles

- Direct, indirect (inferred)
- Extrovert, introvert
- Dominant, Submissive
- Energy levels
- Visual, auditory, kinesthetic

Choices in how you respond

“I was really unhappy with your report”

- Passive (I'm sorry)
- Aggressive (Wow, screw you)
- Passive-Aggressive (Sorry, guess I just can't do anything right)
- Assertive (I actually worked really hard on it, what specifically didn't you like about it?)

I like big ~~butts~~-butts

- Use 'and' instead of 'but'
- Reverse your but
- Should, need to, you....
- Use I statements, non-violent communication:
“When you _____, I feel _____”
- Double-bind gives the illusion of choice (do you want to clean your room before or after dinner?)

Whose life is it anyway?

- Yes and...
- Reincorporation
- Don't negate the communication
- Listening is key!!!!!!

Do you Grok it?

- Get clarification
- Repeat back using their words to let them know that 1. they have been heard and 2. that you got it right
- Ask questions

- Why?
- Why?
- Why?
- Why?
- Why?

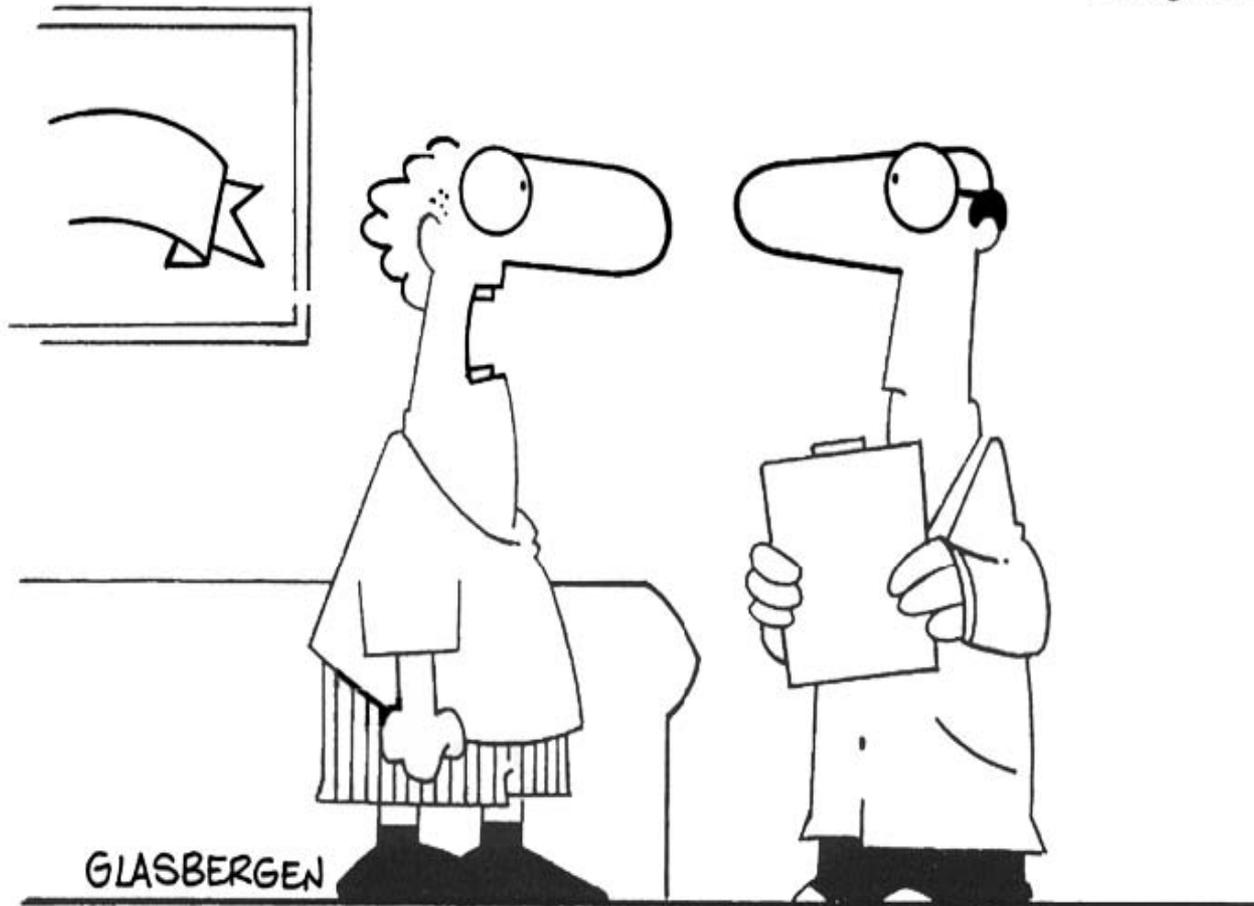


Role of stress

- Perception of threat
- Inability to respond, we tend to react
- Inability to take personal responsibility
- Can't hear what someone is really saying, filtered
- Trouble being aware of own feelings
- Can't communicate clearly and concisely
- Accurately read others non-verbal communication
- Looking for negatively valenced language

Presence and Communication

- You can't hear if you're not here, it's more than listening
- Are you assuming the end of the sentence?
- Build rapport by using their words and phrases
- Match physicality
- Hold eye contact



**“I’m learning how to relax, doctor -
but I want to relax *better* and *faster*!
I want to be on the cutting edge of relaxation!”**

To Meditate



1. Focus on something repetitive like your breath, a word, a sound, a mantra
2. When thoughts move through, dismiss them without judgment and return to the breath



You are the receiver

- Shhhh.
 - Be quiet and listen and wait. Often the other person will continue on until they have exhausted their stress/conflict.
 - People tend to over share and keep speaking when the other is silent.
 - Wait for their exhale.
- You seem upset, can you tell me about that?
 - What can I do?
 - Is there anything else?

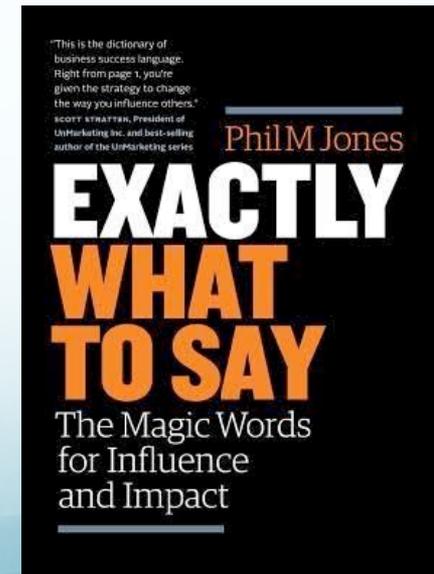
You are the sender

- Describe the situation
- Express your feelings
- Explain what you would like to have done, what is the next step for resolution or just say you're venting
- How best can your message be received?
- What might the other see that you don't?



Exactly What to Say, by Phil M. Jones

- What would it look like...
- What would have to happen...
- Just out of curiosity...
- If I can ____, would you ____?
- What makes you say that?
- How would you feel if..?
- Most people....
- If you're anything like me...



Getting comfortable

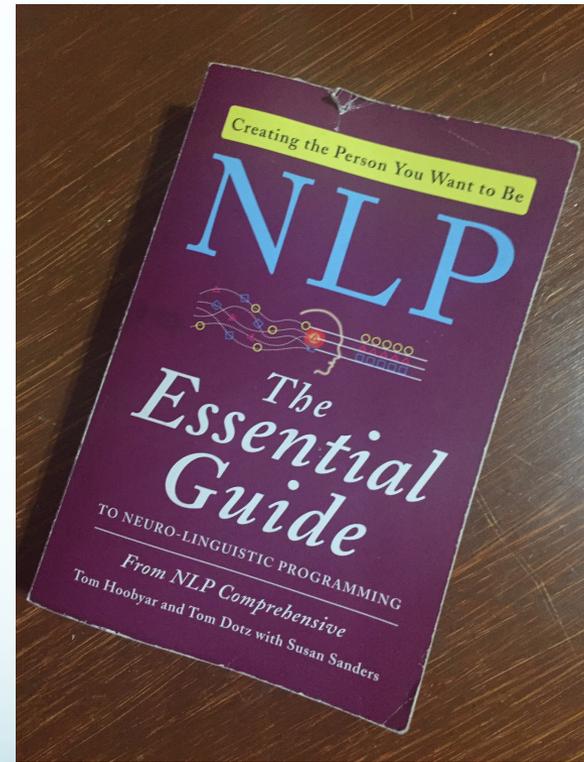
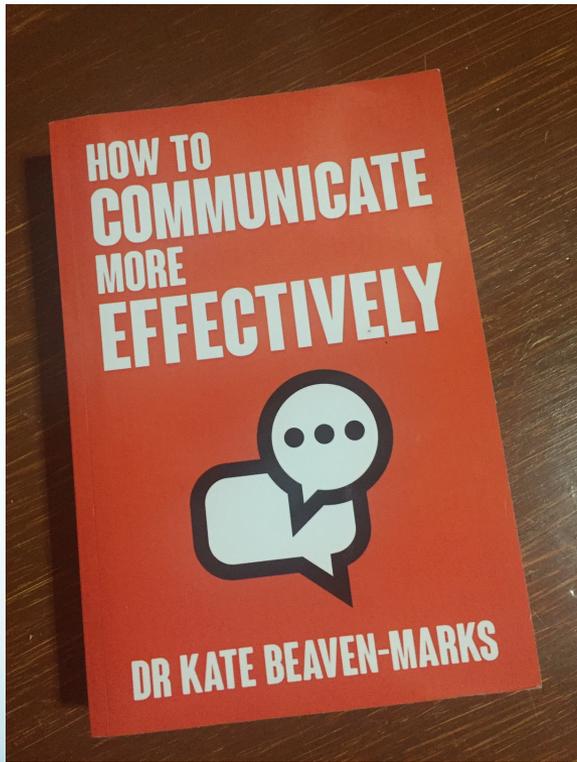
- Know what you want/what your message is.
- Breathe
- Practice asking for what you want
 - Remember you deserve it
 - You deserve to be heard
- Practice speaking
 - Toast masters
 - Anything out of your house is public speaking
 - Have a plant
 - Start small
 - Name your inner extrovert and invite her in

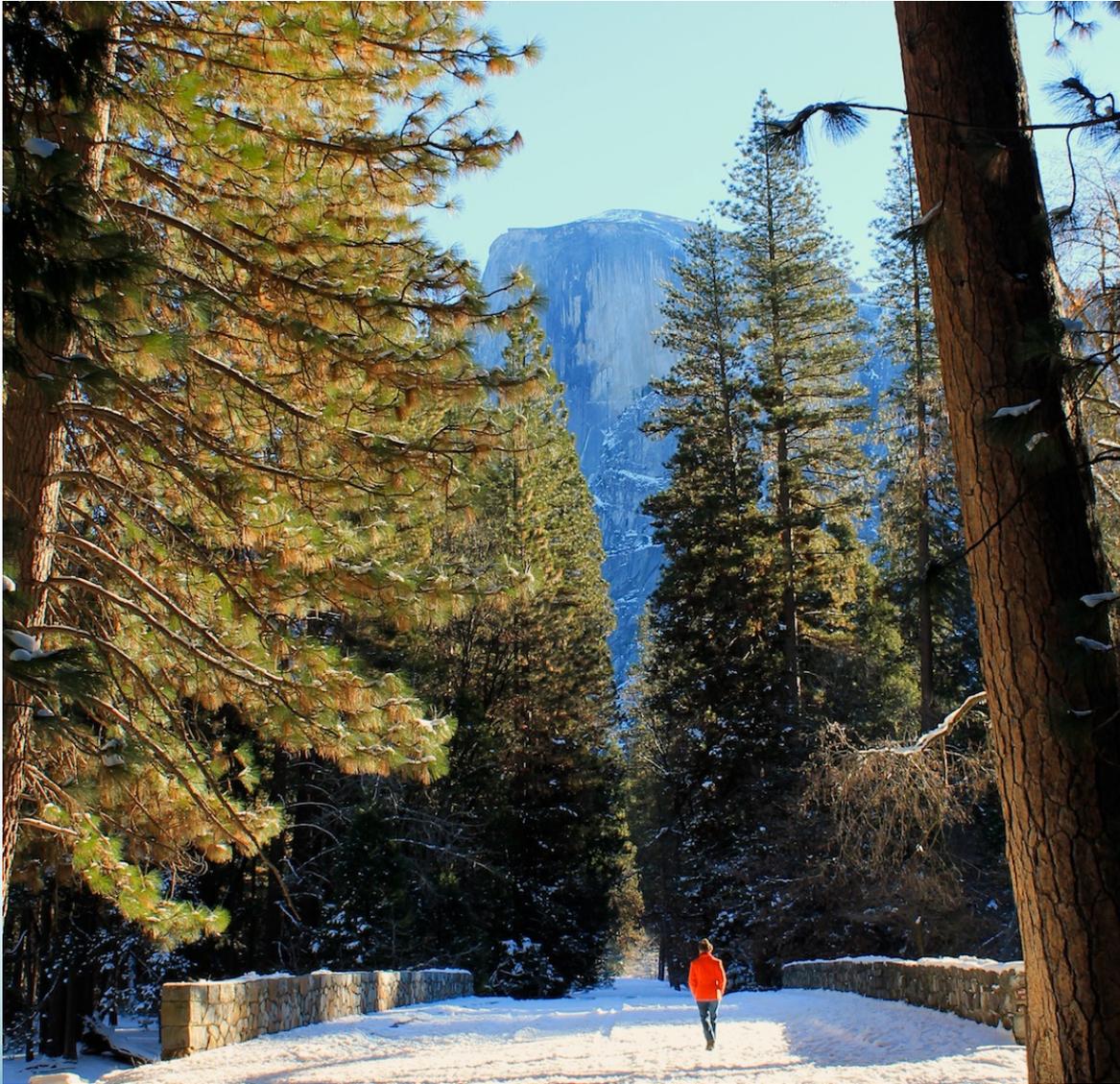
The key to communication

- Practice
- Practice
- Practice
- Self-reflection and awareness

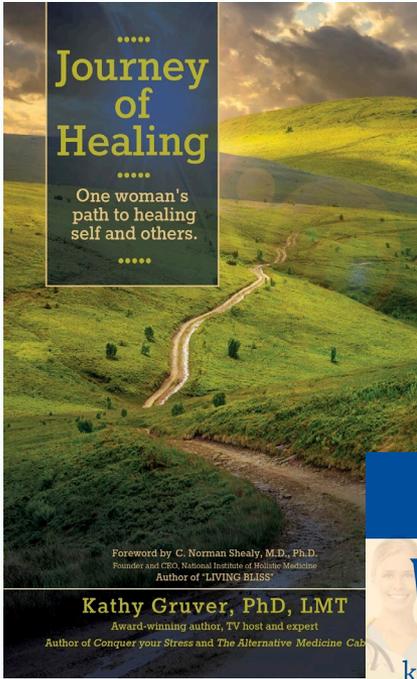
- And then practice some more....

Books I recommend

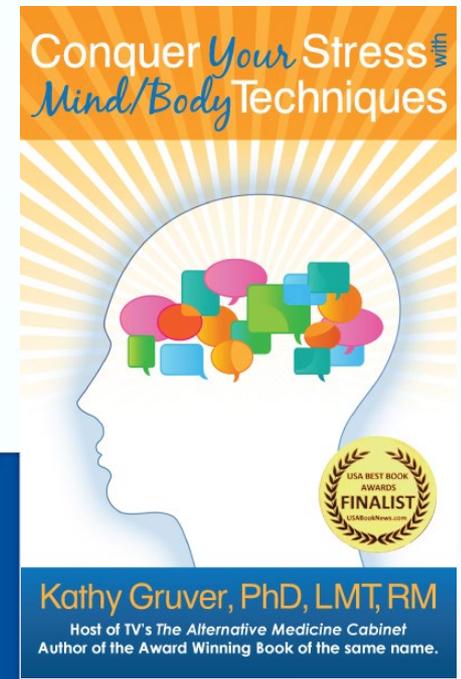
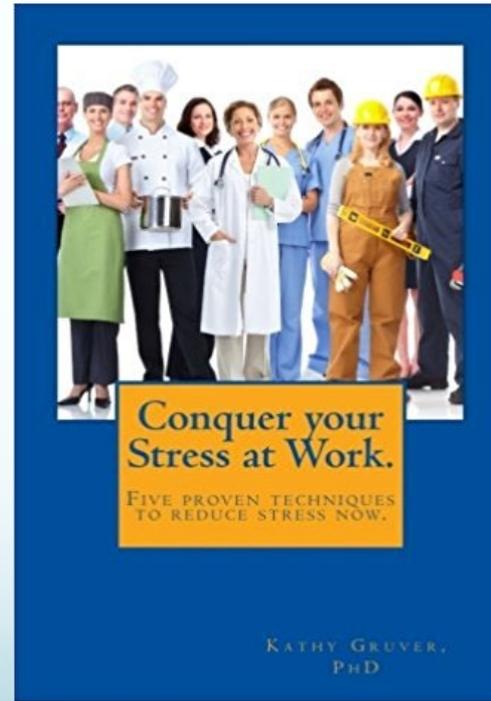
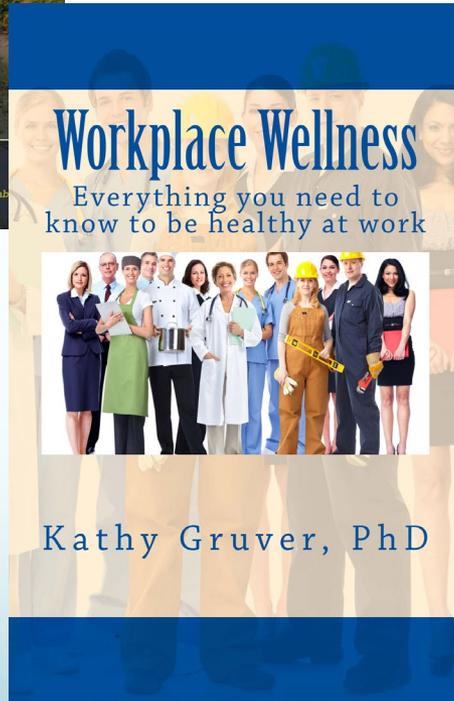




We
can
change



Books Available



Feel free to reach out.

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