Say What?! How to Communicate Anything to Anyone.

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Communication Loop

I have a need, which I get to you
+ You receive that need, which you interpret
= I get something back
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—buts

- 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?
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
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

1. How to Communicate More Effectively
   - Dr. Kate Beaven-Marks

2. NLP: The Essential Guide
   - Creating the Person You Want to Be
   - From NLP Comprehensive
   - Tom Hopbyer, Tom Doze, and Susan Sanders
We can change
Books Available
Feel free to reach out.

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