



*Communicating*



*Relating*

Robert Pace Ed D LPC LMFT LCDC





# JO HARRI'S WINDOW

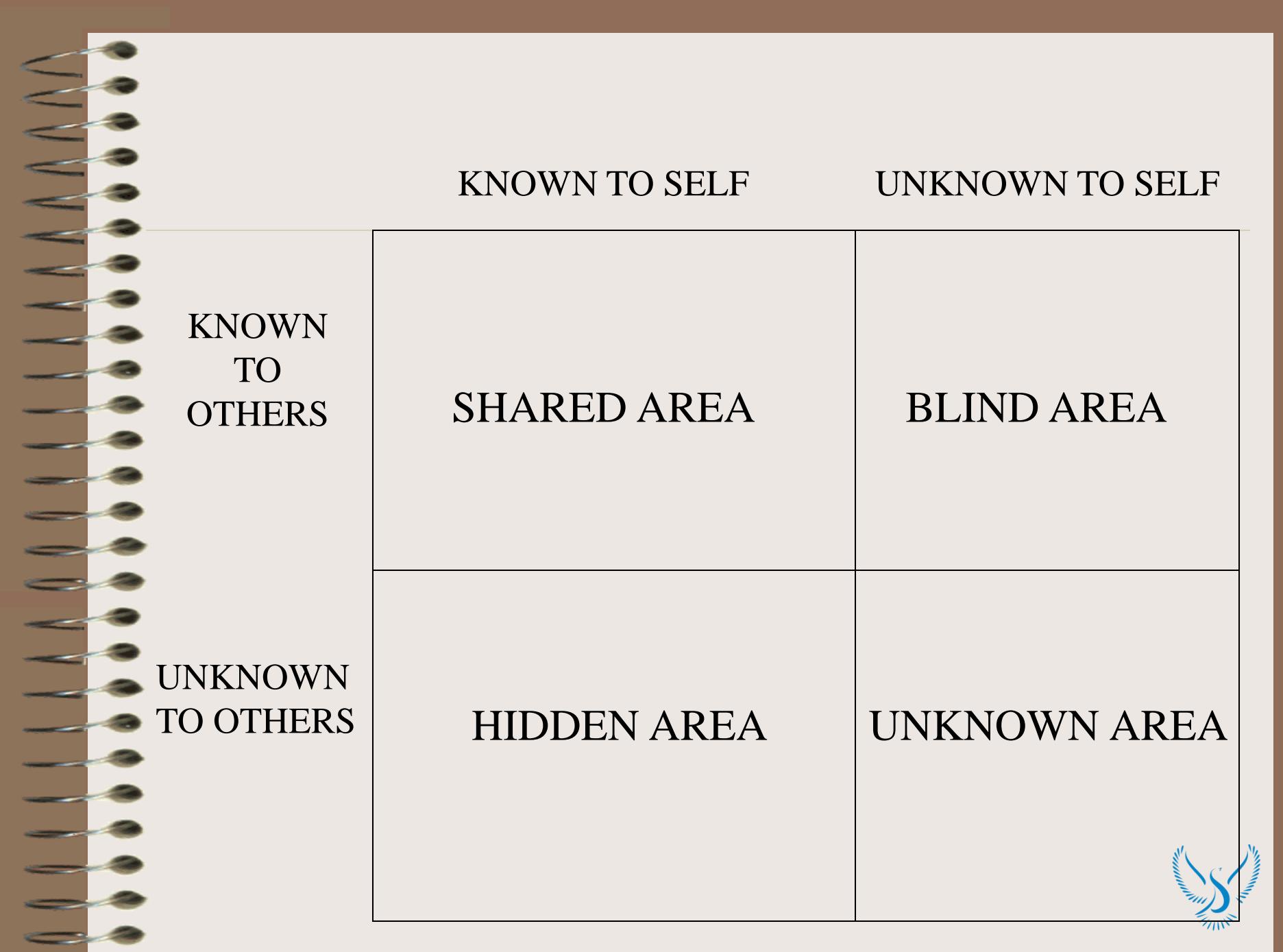
**SHARED AREA**

**BLIND AREA**

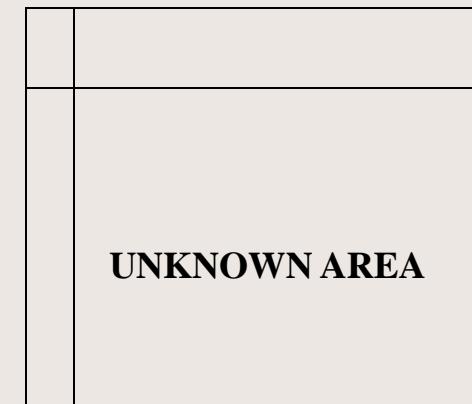
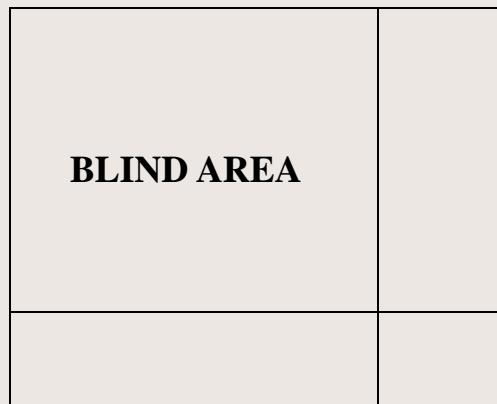
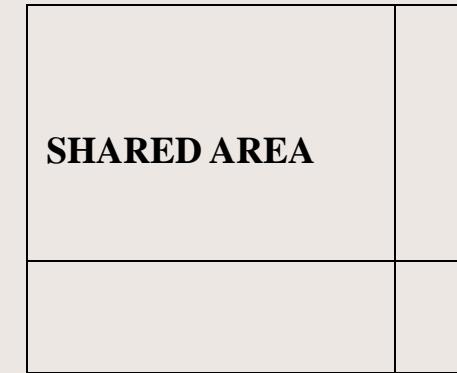
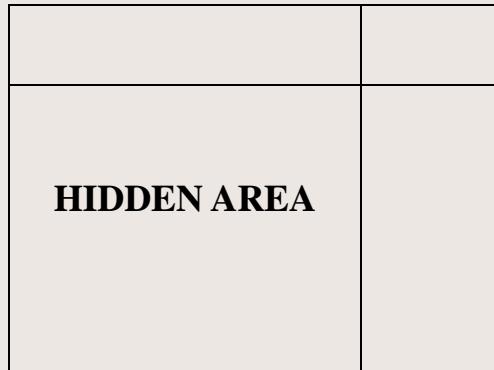
**HIDDEN AREA**

**UNKNOWN AREA**





# Enlarged Areas of Jo Harri's Window



# A Close Relationship

---

**SHARED ARA**

**SHARED AREA**





# Rules of Communication

---

- Actions speak louder than words.
- Define what is important and stress it.
- Make your communication positive.
- Be clear and specific.
- Be realistic and reasonable.
- Test all your assumptions verbally.
- Recognize that each event can be seen from different points of view.





# Rules of Communication cont.

---

- Recognize that your family members can give you valuable observations regarding you and your behavior.
- Learn how to disagree without destructive arguments.
- Be open and honest about your feelings.
- Do not use unfair communication techniques.
- Let the effect, not the intention, of your communication be your guide.
- Accept all feelings and try to understand them.





# Rules of Communication Cont.

---

- Be tactful, considerate, and courteous.
- Beware of playing destructive games
- Do not preach or lecture.
- Do not use excuses and do not fall for excuses.
- Do not nag, yell, or whine!.
- Learn when to use humor and when to be serious.
- Learn to listen



# Characteristics of a Successful Problem-solver

---

- Seek to resolve and deal successfully with the problem and not just be declared the winner.
- Face your conflict instead of avoiding it.
- Understand that different people can have different points of view concerning the problem and the best way to solve it.
- Be clear about what is and is not acceptable in solving the problem. Do not accept abusive behavior of any kind.
- Remember that people do make mistakes and have a need for forgiveness.
- Take the initiative and forgive first.



# Characteristics of a Successful Problem-solver

---

- Avoid the temptation to exact vengeance for any hurt inflicted.
- Realize that there are times when the world is unfair, and sometimes you will be treated unfairly by others.
- Approach the solution to the problem in a whole-person way: intellectually, emotionally, spiritually, and relationally.
- Only attempt to solve one problem at a time. One is generally enough!
- Anticipate a positive outcome to your problem.





# Characteristics of a Successful Problem-solver

---

- Be consistent in your effort to come to a resolution without trying to force a predetermined solution.
- Understand the power you have to provide a solution through an understanding of who you are.
- Search for commonsense solutions.
- Be aware of verbal and nonverbal communication.





# Traits of a Healthy Communicator

---

- Approach others with an attitude of gentleness and openness. Hostility closes down communication.
- When attempting to solve a problem. Avoid assuming a position of rightness before you start. Your Rightness implies all others are wrong. This could lead to a defensive attitude on their part.
- Don't be afraid to speak the truth. Speak it confidently but without a desire to harm the other person.





# Traits of a Healthy Communicator

---

- Work on being able to separate how you feel about what you are saying from the message you are giving. It is important not to deny your emotions, but if you allow them free reign while you are communication, your emotions can overshadow the message itself.
- Be aware of the different ways men and women process information. Men and women often have differing views—they may notice different details, or they may have different priority systems. This is not to be used as an excuse for unacceptable behavior, but it can help you to understand another person's perspective.





# Traits of a Healthy Communicator

---

- Allow the other person to hold an opinion that is different than yours.
- Attempt to communicate an attitude of acceptance and love.
- Make sure that your motivation to engage in the conversation is one of enhancing and improving the relationship as opposed to hurting the other person.
- Allow the other person to make his or her own decisions.
- Be accountable for what you say you will do.





# Traits of a Healthy Communicator

---

- Seek to inspire trust by extending understanding to the other person and by responding honestly to what is said.
- Always make sure to seek forgiveness yourself when you make a mistake. Being able to admit your own failings will help the other person to feel comfortable enough to admit his or her own.





*Communicating*



*Relating*

Robert Pace Ed D LPC LMFT LCDC

