



A Conversation About Relating

Natacha Thompson

Rules of Engagement

(Hang on...she wants me to do something?)

- **Keep previous presentations in mind**
How does this compare, does it fit with you?
- **Be mindful of your reaction**
Do you agree, disagree, defensive, angry, relieved...
- **Challenge yourself...and me!**
Don't be afraid to question...these are simply theories
- **Is there anything here that could make a difference to you and your family?**
What would that look like in practice?
- **Confidentiality**
Please respect what other people choose to share

Who Am I?

(How do I answer that?)

- **Skills and achievements?**

Exams, university, corporate job, postgrad studies, counsellor

- **Personality and core values?**

Curious, open-minded, cautious, thinker, independent, determined, enthusiastic, sincere, reliable

- **Passions?**

Learning and experiencing new things, mental health and wellbeing, feminism, science geek

- **Relationships?**

Daughter, sister, wife, mother, friend, colleague, counsellor

- **All of these...?? What about the flipside?**

Person-Centred Counselling *(Another option!)*

“It is the client that knows what hurts, what directions to go, what problems are crucial, what experiences have been deeply buried”

Carl Rogers.

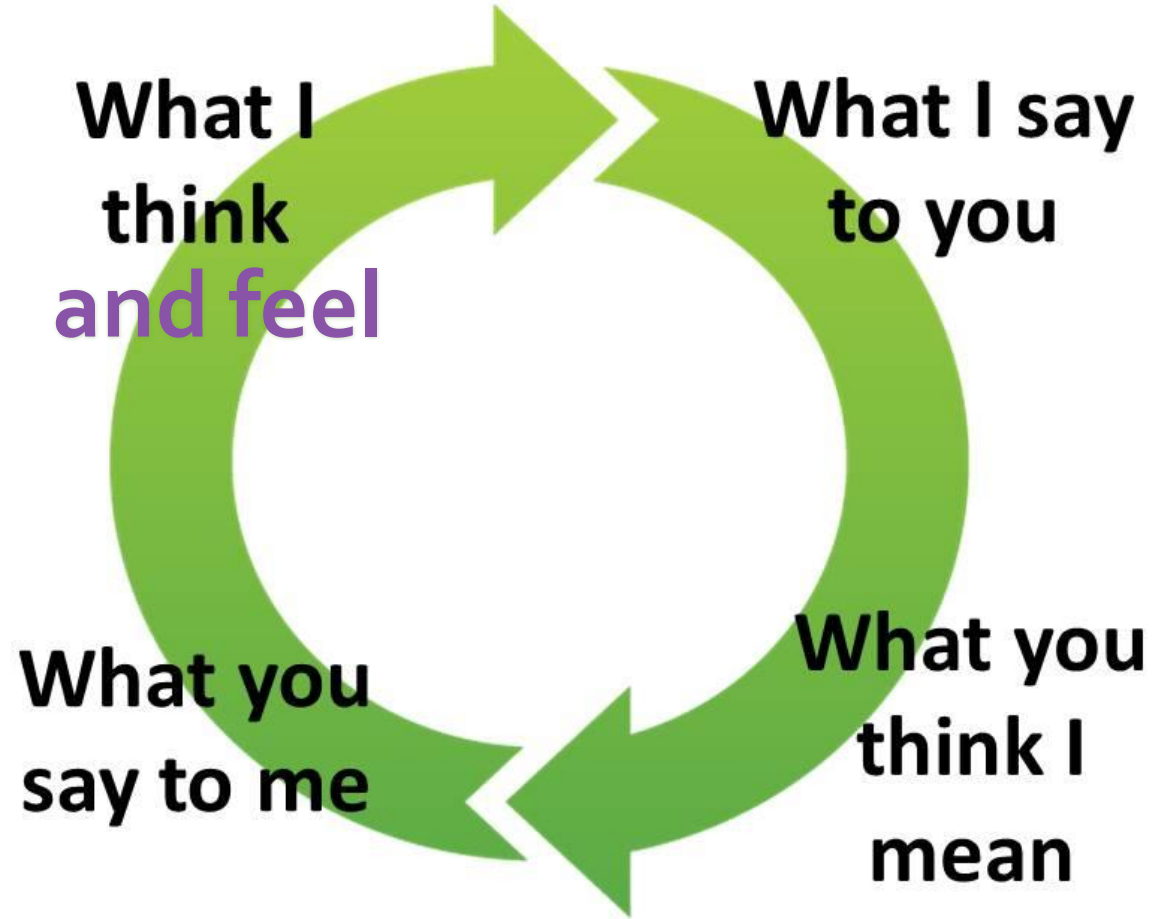


A Conversation About Relating

(What's this got to do with counselling?)

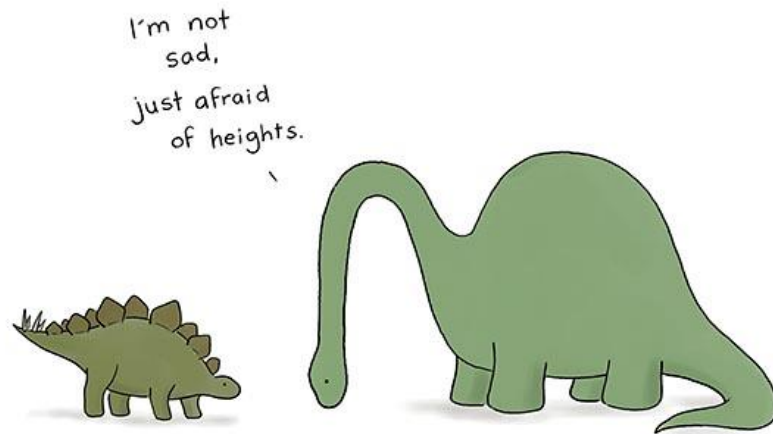
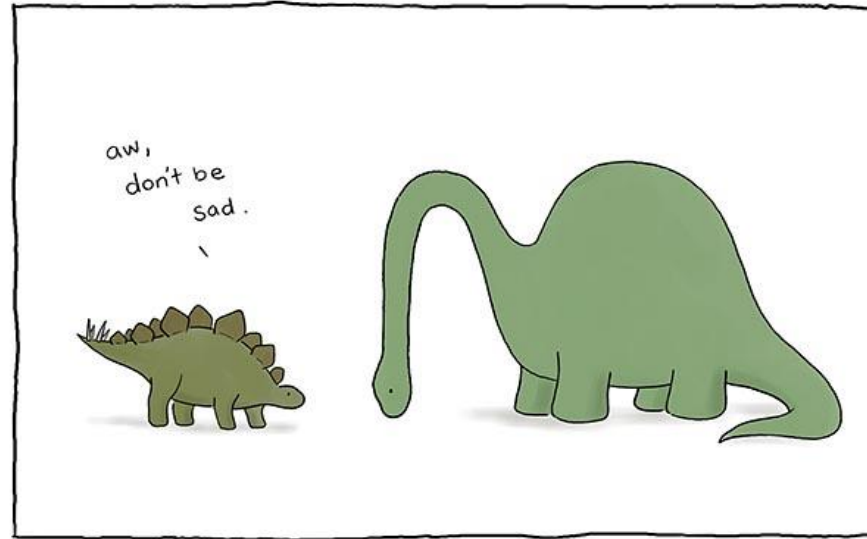


What Makes a Conversation?



Reference: Gordon Model <http://tinyurl.com/mgk469l>

An Example...



lizclimo.tumblr.com

- **EMPATHY** – seeing things through other's eyes
- Its easy to make assumptions and get it wrong
- Our best intentions can leave others feeling misunderstood and unheard
- Empathic communication requires practice!

Roadblocks to Effective Communication (*'The Dirty Dozen'*)*

*ref: www.gordontraining.com

questioning,
probing

analysing,
interpreting

ordering,
commanding
and directing

judging,
criticising,
blaming

name-calling,
ridiculing,
stereotyping

warning and
threatening

moralising,
'should' and
'oughts'

humour,
diversion,
sarcasm

teaching,
lecturing,
rationalising

advising,
offering
suggestions

praising,
agreeing

reassuring,
sympathising,
colluding



Roadblocks to
Effective
Communication
*(Do I really do that and
does it matter?)*

- Using these types of phrases DOES NOT make you a bad parent.
- The time to avoid these are when emotions are high

Homework

Getting Ready

Peer Conflict

Doing it a
Different Way:
*'YOU' messages versus
'I' messages*

Homework

"Why can't you just sit down instead of running through the house? You're driving me mad!"

"I'm afraid that you will get hurt if you run around in the kitchen whilst I'm cooking."

Getting Ready

"How many times do I have to tell you to put your shoes on? You always make me late for everything!"

"I'm worried about the traffic and being late, so I need us to leave in 10 mins."

Sibling
Conflict

"Why can't you two stop fighting over silly things for just one minute?"

"I feel sad when I see the people I love not getting along."

Doing it a Different Way: *Non-Violent Communication**

* Ref: Nonviolent Communication: A Language of Life (Marshall B. Rosenberg)



What you see and hear that negatively impacts on you or another person – without evaluation, facts only

The emotion or sensation, rather than the thought

What you or the other person needs in relation to what was observed

The concrete action you or the other person would like to happen next – can include collaboration

Can be used to express our needs but also as a structure for listening to others empathically, and a basis for self talk

Doing It a Different Way: 'NVC' – self-compassion

Parenting Challenges

Instead of:

"The kids haven't listened to a word I've said all day and they've been so rude. I'm a rubbish parent – where did I go wrong?"

judging
criticising
lecturing
name-calling
blaming

O: "This hasn't been the best day..."

F: "...I'm feeling sad and utterly exhausted..

N: "...I need some space and also to feel that my need for respect is being heard....

R: "...maybe I can arrange to do something nice for myself, and then I can talk to the children about today when I am feeling calm."

Doing It a Different Way: 'NVC' – *owning feelings, expressing needs*

A Messy Bedroom

Instead of:

“This bedroom is a pig sty, how can you stand to stay in this mess. No wonder you can't find anything. You are so lazy!!”

Criticising
Name calling
Moralising

O: “When I see dirty clothes on the floor and toys not put away....

F:...I feel very frustrated.....

N:...because I like to be organised with the washing....

R:...would you be willing to sort your washing by bedtime so I can put the washing on tonight?”

Doing It a
Different Way:
'NVC' – receiving others
empathically



Instead of:
"I'm sure Anna wouldn't
have got upset for no
reason. What did you do?"

Judging
Cross-examining
Blaming
Interpreting

O/F: "Are you are feeling sad about
falling out with Anna today?"

N: She's a close friend and I know
you usually have a lot of fun playing
with her at break time.

R: Would you like to talk about how
to handle it in school tomorrow?"

A Quick Reminder:

Putting it all together

- We can change our internal voice and be kinder to ourselves
- Sometimes we need help to achieve this –takes courage
- Compassion and understanding for ourselves makes it easier to offer empathy and understanding to others



- It takes conscious effort to change our communication so that our thoughts, feelings and words align
- 'I' messages and NVC are tools that can help

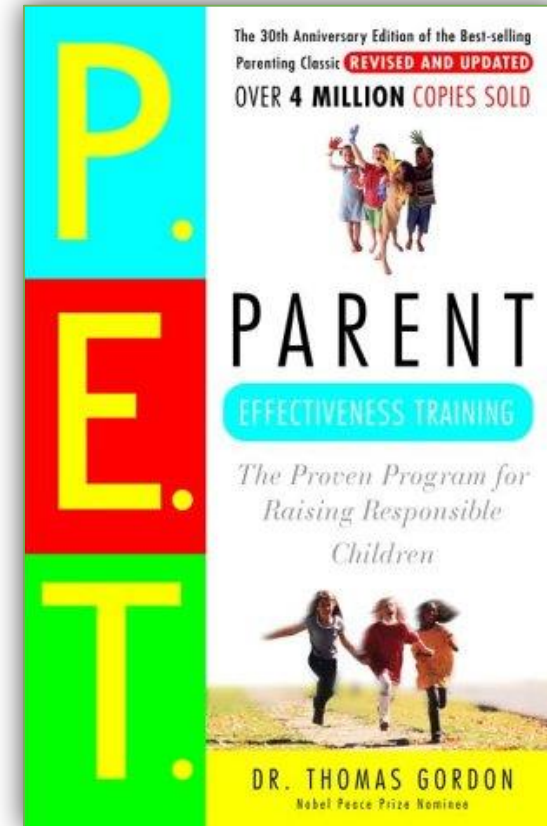
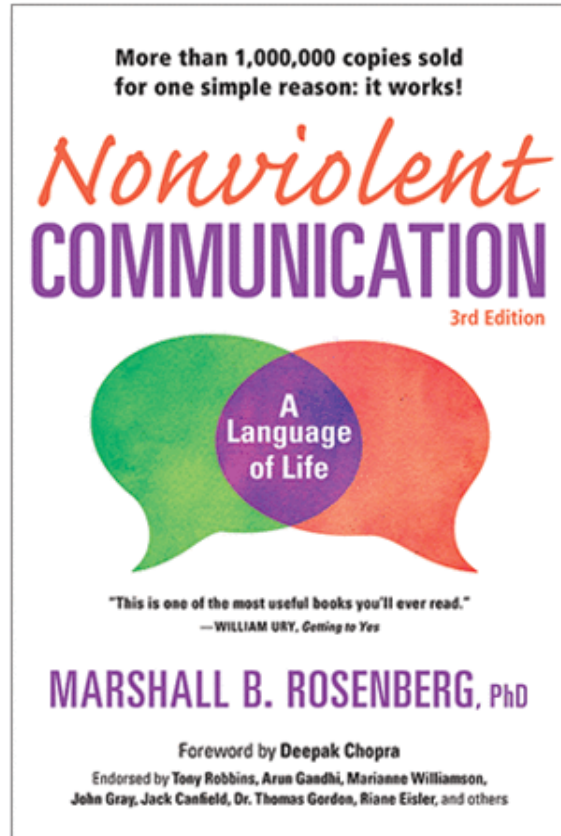
Be a Giraffe!

(If you remember one thing!)

* Ref: Nonviolent
Communication: A Language
of Life (Marshall B. Rosenberg)



Further Information



Find me on  and  @LiveInAccord
And online at www.accordcounselling.co.uk