

The Key to Constructive Communication



The First Step to Meaningful Relationships



Constructive Communication



★ Emotional & Social Intelligence

Self-Awareness

Self-Management

Social Awareness

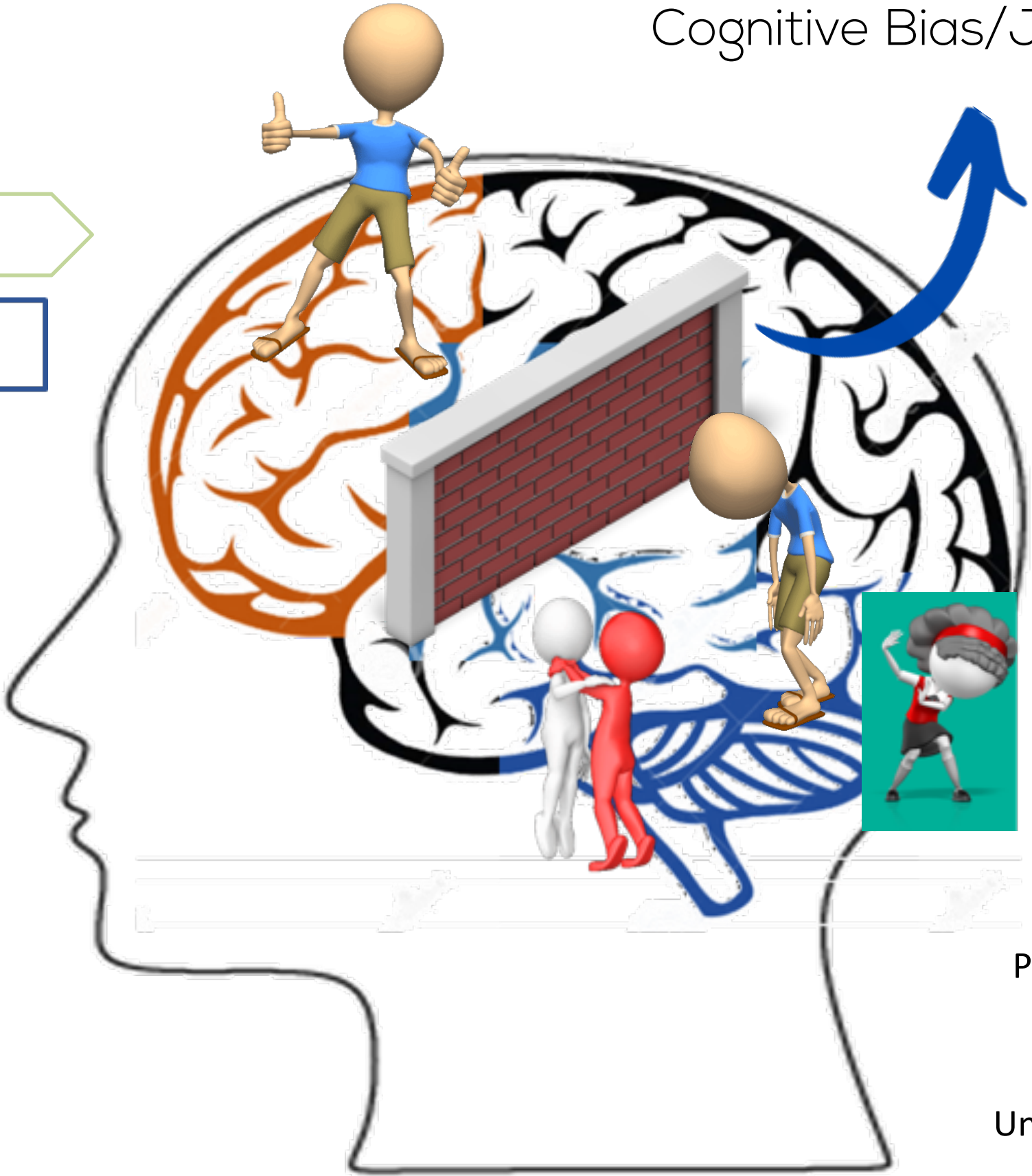
Relationship Management

Looking at the Brain

Cognitive Bias/Justification

How are you?

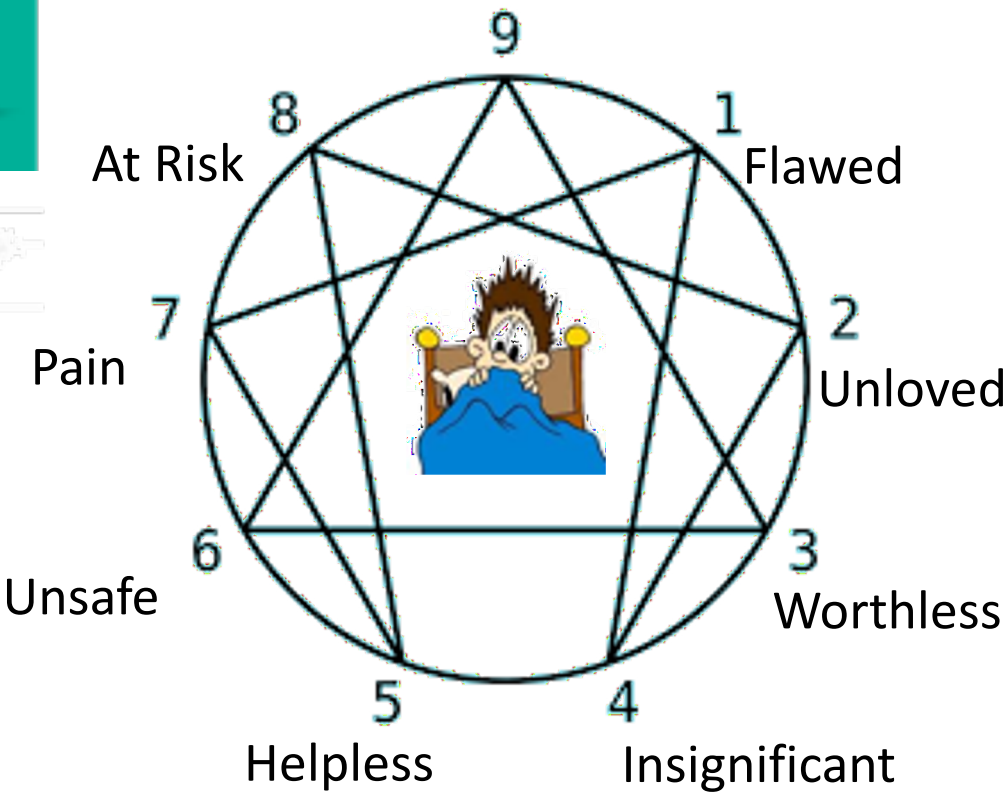
I'm OK. It wasn't me!



Failure
Ambiguity

Produce FEAR

Disconnected



"Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom."

- Viktor E. Frankl

Knowing myself

- What are 3 things I'm grateful for?
- What are my triggers? E.g. Someone being rude
- How does my body respond to the trigger? E.g. I clench my jaw
- Why does this trigger me? Does it relate to my Enneatype?
E.g. I feel they see me as worthless
- What is my automatic response? E.g. I fight

Understanding others

Note: it helps to know their Enneatype. See Enneagram in a Snapshot.

- What are 3 things I value in them?
- What are their triggers?
- Have I ever pressed their trigger?
- How do they respond to me when I trigger them?
- Are they having a hard time at the moment? E.g. they are going through a breakup

Managing the interface between the two

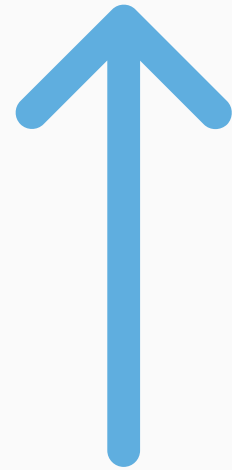
- Do I ask them questions? E.g. Naïve Enquirer (role)
- Do I maintain a constructive role with them when I'm triggered?
- Do I feel respected by them? (Most of the time)
- To move forward in this relationship am I going to...

Keep doing:

Stop doing:

Start doing:

Active Roles in a Nutshell

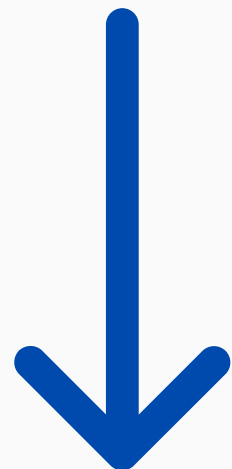


Constructive Roles (C)

A Constructive role grows you as a person.

When you play a Constructive role it enhances your life and brings a sense of fulfilment. It's satisfying and energising. A Constructive role is always appropriate.

E.g. Calm Explainer / Clear Boundary Setter / Focused Confronter

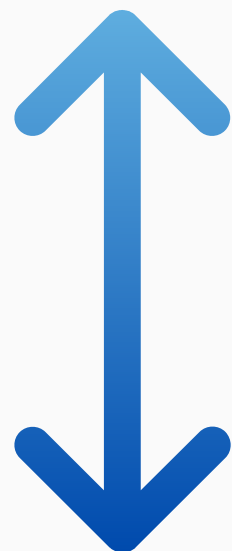


Fragmenting Roles (F)

A Fragmenting role diminishes you as a person.

When you play a Fragmenting role it weakens you; preventing or even stopping personal growth (even though you may like playing it at the time).

E.g. Angry Withdrawer / Righteous Punisher



Ambivalent Roles (A)

An Ambivalent role leaks energy.

This is a combination of a Fragmenting and a Constructive role. This is a very common, insidious and extremely draining role

E.g. Resentful Carer / Annoyed Supporter / Disengaged Follower

When triggered...

- Notice your body. How is it responding?
- Acknowledge and accept what has triggered you
- Distance yourself, go for a walk, get a drink etc.
- Put yourself in the other's shoes
- Think of a constructive role you'd like to play
- Have goodness, humility and reverence for yourself and the other. Always.
- Be kind to yourself.