

Please Listen To Me

Part II



The inability to deal constructively with anger is a major barrier in communication. Determining the source of anger is essential in learning to process it. Learning to "listen" to what lies beneath the words is also crucial if good conflict resolution is to be developed. Full of energy and common sense, this presentation is guaranteed to help you see yourself and those around you more realistically.

III. Communication Builders

A. Handling anger

"Anger is a _____
_____"

"The primary emotions underlying anger are _____,
_____, and _____."

1. _____ :

"_____ anger toward people or objects"

2. _____ :

"Acknowledging anger (the unmet expectation) and _____
_____"

3. _____ :

"_____ to acknowledge anger"

4. Process

a. "_____ unmet expectation(s)"

b. "Does this expectation involve something that is
_____?"



c. "If the answer is _____ and the behavior is ongoing, speak to those involved and develop a plan of action to _____"

d. "If the answer is _____ (personal preference) or if the answer is _____, but the behavior is not ongoing, speak to the other person (if you choose to). If they will not work with you for resolution be prepared to _____"

IV. Develop a Good Conflict Resolution Model—Double V

A. Negotiating differences

- "I have a problem so _____."
- When, _____, and _____?
- Whose turn to _____?
- What IS the _____?
- "I have an idea: _____"

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GUIDELINES FOR THE "DOUBLE V"

1. One partner has approached the other indicating that an event or problem area needs to be discussed. Only ONE event or problem area can be addressed during each session. Other related or unrelated issues must be postponed until later. Set a time when you can be alone with each other with no distractions. The phone or door should not be answered. Television, radios, etc. should be turned off and the children elsewhere.
2. The interaction should take place during the prime time of the day (8:00 a.m. to 9:00 p.m.) when the partners are fairly well rested and capable of thinking clearly.
3. The couple should sit facing each other so each spouse can be fully aware of the other's facial expressions and body language. (Only 70% of what we say are the words themselves — the rest is nonverbal!)
4. The partner that requested the dialogue (or the "sender" / "discloser") has 45 seconds to state how he or she sees the situation and how he or she feels the situation is affecting them and the relationship. Blaming statements and YOU statements should be avoided. Only the problem is addressed, not the partners themselves.
5. After 45 seconds, the listener must reflect back what was said. No analysis, judgement or counter is permissible.
6. The discloser then has another 45 seconds to add to, modify or explain the previously "sent" information. The goal is for the listener to "hear" not just the words, but the feelings and emotions that underlie them.
7. The listener then reflects back what was said and this process is continued until the discloser is confident the listener has 'heard' his or her heart. At that point the discloser says, "Switch," and the roles are switched. The listener is now the discloser and has the opportunity to explain how he or she sees the same situation. The process above is repeated as the couple works their way down the left side of the "V."
8. At the bottom of the "V" the problem is identified.
9. The couple then starts brainstorming — mentioning all possible solutions to the problem. As they work their way up the right side of the "V," they discuss the possible solutions.
10. Remember, if one person "wins" the couple "loses." One or a combination of the following will solve the problem: *CAPITULATION, COEXISTENCE, COMPROMISE, and/or CREATING A NEW POSSIBILITY.*

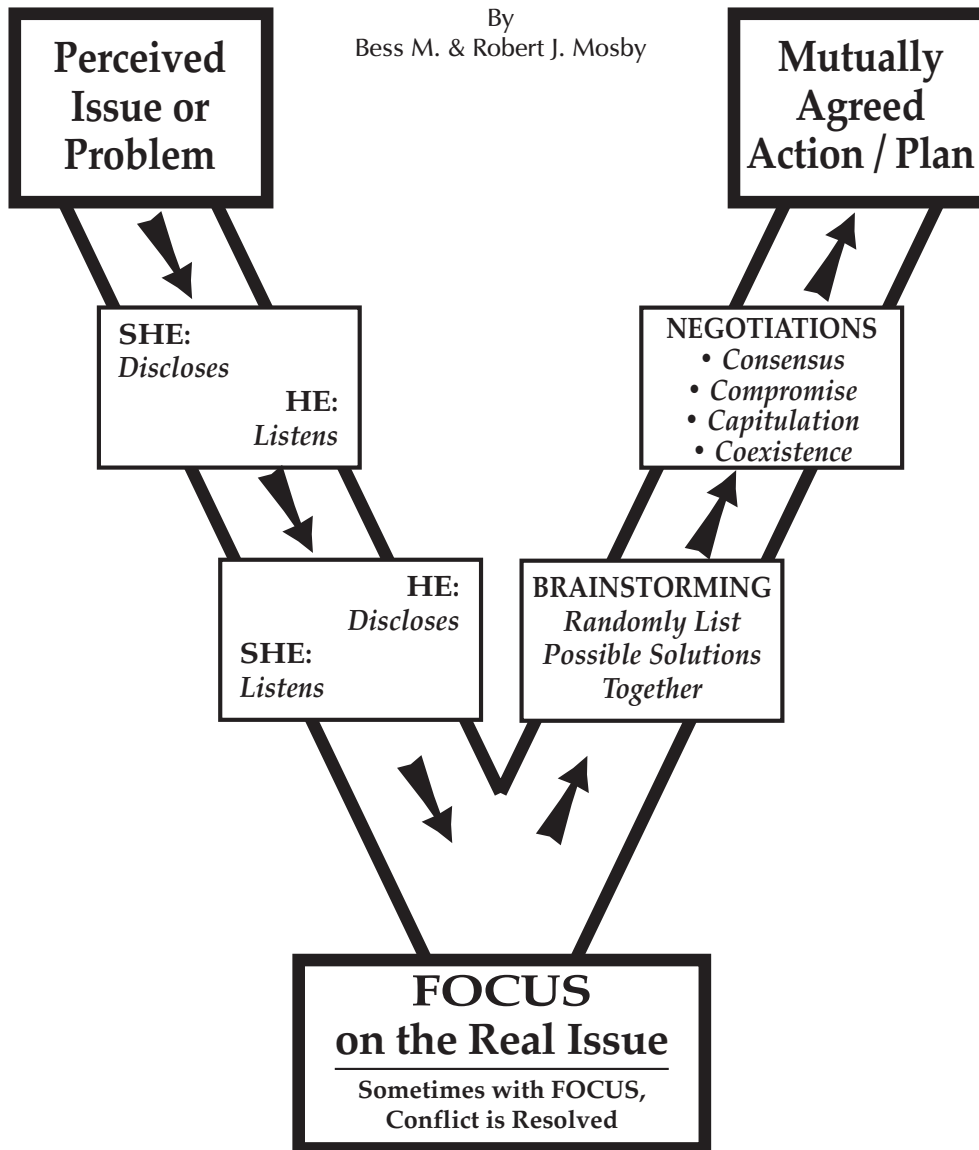
The goal of the 'DOUBLE V' METHOD OF CONFLICT RESOLUTION is ATTENTIVE or REFLECTIVE LISTENING. Too often we are guilty of PSEUDO-LISTENING (hearing but not really processing because our minds are elsewhere: reading, watching TV or even thinking about how we are going to respond to what is being said.)

Sometimes we are also guilty of SELECTIVE LISTENING. (We hear what we want to hear and filter out the rest.) Sometimes we also make what we "hear" fit what we want to hear. Instead of hearing that there is a problem with the marriage, we may "hear" that our spouse just had a bad day at work. Perhaps, but what about the MARRIAGE? Is there a problem I don't perceive?

Double V

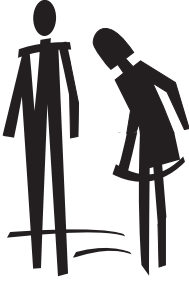
Negotiations in Conflict Resolution

By
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Negotiating Differences

Consider these options for settling disagreements and think of times in your relationship when these options were useful or could have been useful:



1. *Capitulation*

In using this option, one partner agrees to do it the other's way. This is a free gift. The partner who does so performs it willingly. Also, this option must be reciprocal throughout the course of the relationship. It is not appropriate for one person to continually capitulate. This is "a gift of love."



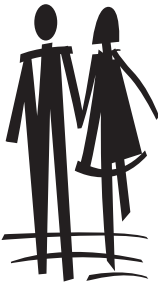
2. *Compromise*

Here each partner gives up something and receives something for the sake of the relationship. Most compromises are not 50-50, but are more like 40-60, 70-30, etc. Again, the compromise is freely made and received.



3. *Coexistence*

In coexistence, the couple agrees to disagree agreeably. Realize that a unified course of action is simply not possible now. Do not lay the entire relationship "on the line" over this one issue. Each accepts the other's right to choose a different path. Either partner needs to be able to bring the issue up for discussion at a later date.



4. *Create a New Possibility*

This final option allows the partners to work together to brainstorm new solutions that neither had thought of previously.
