

We All Have Communication Choices

Creating Separation

Blaming, accusing, judging, shaming,
not owning personal responsibility

Adds perceptions as "truth": evaluations,
analysis, diagnosis and labelling

Holds resentment/complaints

Makes demands

Aggressive or passive

Shoulds & ought to

Monologue or silence,

Exclusive

Right/wrong, good/bad

Attached to a certain outcome

Power over/power under

Win/lose

Creating Connection

Responsible for one's
own feelings, needs and action.

Makes clear observations,
Describes situations

Practices empathy & forgiveness

Makes requests

Asserts oneself

States preferences

Dialogues with

Inclusive

Without judgment

Open to discover positive solutions

Power with others

Win/win

**Closed-Hearted Communication Creates
Dissatisfaction with relationships by creating:**

**Lack of trust
Lack of respect
Misunderstandings
Resentments
Disharmony
Distress
& Isolation**

**Open-Hearted Communication Creates
Satisfaction with relationships by creating:**

**Mutual trust
Mutual respect
Understanding
Love, Compassion
Harmony
Peace of mind
& Connection**

*It is helpful to remember that anyone who is communicating with a closed-heart is in emotional pain. Remembering this helps you to take it less personally, to keep your heart open, and to give empathy.

The Seven Adjustments™



Moving from **Pain & Fear** to **Love**

Ask yourself:

1. Am I **willing** to practice new ways of thinking, listening and expressing?
2. Am I genuinely **curious** to know what is 'real' for the other?
3. Can I feel **compassion** for the pain of unmet needs on both sides?
4. Am I **willing** to **accept** what is so just as it is?
5. What authentic **reassurance** can I provide to the others?
6. What might I offer or request that would demonstrate my **understanding** of their feelings, needs and commitments?
7. What can I **appreciate** myself and the other for?



Managing Our Differences Thru Connected Time-Outs



Isn't it great to be in the experience of flow and ease with others?

Remember that there will always be differences. It's how we **MANAGE** the differences that determines whether we will create harmonious connections or unpleasant ones.

Nearly ALL unpleasant experiences in personal relationships take place because one or both parties **ESCALATE** the conflict. In "defending our self or our position," the other experiences an attack. To regain the flow in conflict, it is essential to learn to **SLOW DOWN!**



The moment that either person feels discomfort OR concern that this could escalate, he/she calls **YELLOW LIGHT. CAN YOU EACH MAINTAIN EYE CONTACT AND BREATHE DEEPLY FOR A MINUTE IN QUIET SELF-REFLECTION?** At this point, everyone stops talking and connects to their breathing and self reflection. Breathe deep in to your belly. This helps to center you. Ask yourself, "Can I authentically CARE about the other as well as myself?" Be honest with yourself. If you both can, and you both believe you can care about the other, proceed slowly with one thought at a time. Do you have enough in your "well" to listen & to care?



Often, we are too Angry, Tired, Frustrated or Overwhelmed to genuinely show the care, kindness and respect that nurture conversation. If either of you CANNOT stop talking, OR you cannot look at each other, OR you cannot identify and empathize with each others' feelings and needs/values, then it is **RED LIGHT: TAKE A TIME OUT!** Never VENT at another person.

Move into separate spaces, and fill out the **Challenging Situation Worksheet**. REASSURE this person that you care about them, tell them you need a time out and give them a realistic estimate of how much time you need before you will check in again. Then separate right away. Do not try to converse other than to PROVIDE REASSURANCE that the Time Out is an act of CARE for the relationship. Do not reconnect until you BOTH are capable of caring about each other's feelings and needs.



Once you come back together, present one thought at a time, based on your self reflection and notes from the **Challenging Situation Worksheet**. Listen with your Compassionate Heart, and not the judgmental mind. Remember to practice **THE SEVEN ADJUSTMENTS**, and choose LOVE over FEAR, CARE over JUDGMENT. Remember that we do not need to agree in order to understand each other. Practice empathy and imagine the other person's point of view, feelings and needs/values.

You may also consult your local LOVE COACH at any point in the process for support.

What's Alive In You?

Feelings are real.
Stories are
suspect.

Life is an opportunity
to learn how
to love.

Egoic Thinking:

Blaming
Shaming

Complaining
Demanding

Criticizing

Accusing

Judging

Evaluating

Manipulating

Dominating

Threatening

Being a Victim

Better than/
Worse than

Right/Wrong

Win/Lose...

Clouds the Love
& perpetuates
separation
& pain.

Essence of Love:

Joy

Kindness

Respect

Empathy

Compassion

Gratitude

Forgiveness

Gentleness

Acceptance

Reassurance

Appreciation

Understanding

Trustworthiness

Generosity

Cooperation

Win/Win...

Shines with Love
& perpetuates
connection
& joy.

"At the heart
of every behavior
is the desire to meet
a precious value."

~Dr. Marshall Rosenberg

It's all Love
or a call for Love

The essence
of being is Love



Challenging Situation Worksheet

Date :

What is the situation?

1. What stories am I telling myself about this situation?

All thoughts about others are projections. When I describe the situation, what parts of my story could be seen as judgmental? Blaming? Shaming? Accusing? Criticizing? Or Making the other wrong? Do you feel good or upset when you think these thoughts?

After identifying your thoughts, projections and judgments, acknowledge that these thoughts are **stories** and not the whole reality.

2. What am I longing for?

Use the *Universal Needs, Value, Longings and Desires* list.

3. What am I feeling?

Use the *Emotions Inventory*; clarify your emotions from your stories.

4. What do I imagine the other person is thinking, feeling & needing?

5. How can I listen and express in a way that demonstrates care and compassion?

If possible, listen to them first. Establish your care! If we cannot authentically care about the other persons feelings and desires, we are not ready to connect. Ask yourself: *How can I best establish connection?*

Avoid any words that could be perceived as judgment, blame, shame or criticism



Universal Human Needs/Values

We can also refer to these as our longings, desires, inspirations and motivations.

SECURITY & SUBSISTENCE

Physical Sustenance

Air
Food
Health
Movement
Physical Safety
Rest / Sleep
Shelter
Touch
Water

Security

Consistency
Order / Structure
Peace (external)
Peace of mind
Protection
Safety (emotional)
Stability
Trust

FREEDOM

Autonomy

Choice
Ease
Independence
Power
Self-Responsibility
Space
Spontaneity

Leisure / Relaxation

Humor
Joy
Play
Pleasure
Rejuvenation

CONNECTION

Affection

Appreciation
Closeness
Companionship
Harmony
Intimacy
Love
Nurturing
Sexual Expression
Support
Tenderness
Warmth

To Matter

Acceptance
Care
Compassion
Consideration
Empathy
Kindness
Mutual Recognition
Respect
To be heard
To be seen
To be know
To be understood
To be trusted
To understand others

Community

Belonging
Communication
Cooperation
Equality
Inclusion
Mutuality
Participation
Partnership
Self-Expression
Sharing

MEANING

Sense of Self

Authenticity
Competence
Creativity
Dignity
Growth
Healing
Honesty
Integrity
Self-Acceptance
Self-Care
Self-Connection
Self-Knowledge
Self-Realization
Mattering to myself

Understanding

Awareness
Clarity
Discovery
Learning
Making sense of life
Stimulation

Meaning

Aliveness
Challenge
Consciousness
Contribution
Creativity
Effectiveness
Exploration
Integration
Purpose

Transcendence

Beauty
Celebration of life
Communion
Faith
Flow
Guidance
Hope
Inspiration
Mourning
Peace (internal)
Presence

PRIMARY NEEDS: PRIMARY EMOTIONS:

*Connection	Glad
*Safety	Scared
Respect	Mad
Appreciation	Sad
To Be Seen Clearly	Frustrated
To Be Understood	Confused

From the moment we wake up, until we go to sleep night, nearly everything that we do is a strategy or attempt to meet these universal human needs/values in a certain way. Please do not confuse the word needs with the judgment of "being needy."

Emotions Inventory

The following are the words we use when we want to express a combination of emotional states and physical sensations. This list is neither exhaustive nor definitive. It is meant as a starting place to support anyone who wishes to engage in a process of deepening self-discovery and to facilitate greater understanding and connection between people.

There are two parts to this list: emotions we may have when our needs are being met and emotions we may have when our needs are not being met

Emotions when your needs/values are satisfied

AFFECTIONATE

compassionate
friendly
loving
open hearted
sympathetic
tender
warm

ENGAGED

absorbed
alert
curious
engrossed
enchanted
entranced
fascinated
interested
intrigued
involved
spellbound
stimulated

HOPEFUL

expectant
encouraged
optimistic

CONFIDENT

empowered
open
proud
safe
secure

EXCITED

amazed
animated
ardent
aroused
astonished
dazzled
eager
energetic
enthusiastic
giddy
invigorated
lively
passionate
surprised
vibrant

GRATEFUL

appreciative
moved
thankful
touched

INSPIRED

amazed
awed
wonder

JOYFUL

amused
delighted
glad
happy
jubilant
pleased
tickled

EXHILARATED

blissful
ecstatic
elated
enthralled
exuberant
radiant
rapturous
thrilled

PEACEFUL

calm
clear headed
comfortable
centered
content
equanimous
fulfilled
mellow
quiet
relaxed
relieved
satisfied
serene
still
tranquil
trusting

REFRESHED

enlivened
rejuvenated
renewed
rested
restored
revived

Emotions when your needs/values/longings are not satisfied

AFRAID

apprehensive
dread
foreboding
frightened
mistrustful
panicked
petrified
scared
suspicious
terrified
wary
worried

ANNOYED

aggravated
dismayed
disgruntled
displeased
exasperated
frustrated
impatient
irritated
irked

ANGRY

enraged
furious
incensed
indignant
irate
livid
outraged
resentful

AVERSION

animosity
appalled
contempt
disgusted
dislike
hate
horrified
hostile
repulsed

CONFUSED

ambivalent
baffled
bewildered
dazed
hesitant
lost
mystified
perplexed
puzzled
torn

DISCONNECTED

alienated
aloof
apathetic
bored
cold
detached
distant
distracted
indifferent
numb
removed
uninterested
withdrawn

DISQUIET

agitated
alarmed
discombobulated
disconcerted
disturbed
perturbed
rattled
restless
shocked
startled
surprised
troubled
turbulent
turmoil
uncomfortable
uneasy
unnerved
unsettled
upset

EMBARRASSED

ashamed
chagrined
flustered
guilty
mortified
self conscious

FATIGUE

beat
burnt out
depleted
exhausted
lethargic
listless
sleepy
tired
weary
worn out

PAIN

agony
anguished
bereaved
devastated
grief
heartbroken
hurt
lonely
miserable
regretful
remorseful

SAD

depressed
dejected
despair
despondent
disappointed
discouraged
disheartened
forlorn
gloomy
heavy hearted
hopeless
melancholy
unhappy
wretched

TENSE

anxious
cranky
distressed
distraught
edgy
fidgety
frazzled
irritable
jittery
nervous
overwhelmed
restless
stressed out

VULNERABLE

fragile
guarded
helpless
insecure
leery
reserved
sensitive
shaky

YEARNING

envious
jealous
longing
nostalgic
pining
wistful



Character Strengths

We can also refer to these as virtues or qualities of Love.

These are empowering ways of being that help us through difficulties.

Accepting	Empathic	Loving
Accountable	Encouraging	Loyal
Appreciative	Enduring	Mindful
Assertive	Enthusiastic	Modest
Attentive	Excellent	Orderly
Balanced	Fair	Open
Clean	Faithful	Optimistic
Caring	Flexible	Orderly
Coachable	Friendly	Patient
Committed	Focused	Peaceful
Compassionate	Forgiving	Perseverant
Confident	Generous	Playful
Considerate	Gentle	Prayerful
Contented	Grateful	Present
Cooperative	Harmonious	Purposeful
Courageous	Helpful	Reliable
Courteous	Honest	Respectful
Creative	Honoring	Responsible
Decisive	Humble	Reverent
Dedicated	Inclusive	Self-disciplined
Dependable	Independent	Serene
Detached	Inspiring	Tactful
Determined	Integrous	Trusting
Devoted	Joyful	Trustworthy
Diligent	Just	Understanding
Discerning	Kind	Visionary
Embracing	Light-hearted	Wise