

YOUR COMMUNICATION TOOL BOX



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Communication Do's and Don'ts

Don't:

- Start off with or use blaming language or "You" statements (You made me, you ...)



- Use disrespectful language



- Shout or use an elevated tone



- Use closed body language

- Communicate with background distractions (T.V., Loud or distracting music, children)



- Read, work on the computer, Watch T.V., stare off into space while communicating



How SHOULD YOU communicate? Read on...

Communication Do's and Don'ts Continued:

DO:

- Begin conversations with a compliment or praise



- Use respectful and complimenting language
- Use a normal non-elevated or non-threatening (emotionally charged) tone of voice



- Use open body postures; uncrossed hands and legs, relaxed posture forward towards the person, direct eye contact



- Communicate in comfortable quiet environments with limited distractions and interruptions
- Talk with a person by engaging and looking directly at them in a relaxed and



open way

Why should we communicate this way? Read on

The Psychology of Communication and Relating

What we need:

- In order for us to feel emotionally safe, we need to have people communicate with us in a manner that doesn't threaten our emotional safety. Some people can handle strong, loud, assertive language, tone and conflict while communicating, and some of us can't- we would prefer soft or medium tone and language with little or no conflict, criticism or anything that would trigger us, or make us feel negatively.
- We all need different degrees of conditions based on what we are familiar with. For example, if you grew up in a household where there was never any shouting, anger or conflict that you witnessed between your parents, caregivers or any family members, then you probably would be uncomfortable with a degree of this type of communication. However, if that kind of communication was frequent in your household, you probably would be more comfortable with some degree of it and maybe even seek it out in other relationships because it is what you know and makes you feel at home. Many of us do this unconsciously.

Reminds me... I had a patient (we will name him Kevin) who came from such a household where he witnessed his parent's fight on a daily basis. He told me he had dated two different girls at different times; girl#1 (we will call her Cathy,) came from a family that did not fight or show anger. Cathy did not like to argue or have conflict and made a big effort to stay out of it with Kevin despite his short temper and quick way he would try to get them in conflict. He told me he found Cathy not as exciting as girl#2 (we will call her Heather.) Heather on the other hand, came from a chaotic family where conflict was an everyday normal activity, so was shouting, criticism and anger expressed at her and between the parents. Kevin told me he experienced Heather as much more exciting and was more attracted to her romantically. He shared that they would frequently get into fights and arguments and that Heather was verbally abusive at times, Kevin admitted he was driven to be physical with her several times because of their communication and her actions outside the relationship.

He sought coaching from me for help with this unhealthy situation and to help him disengage from this codependent and volatile relationship. We worked on strategies to help him with his anger management and temper. And he explored his early childhood experiences to help him understand his needs as they reflect in his current relationship choices.

- Even though we can all handle different kinds of communication based on what we are familiar with, there are some common ways we can both make people feel more comfortable **AND/OR** trigger them to experience us as emotionally threatening and then they feel hurt, irritated, sad, angry, shamed and guilty (often regress into feeling like they did as a child...bad or hurt).
- On the following page I share with you **the 10 most common triggers**. I only teach these to my private clients, so you are getting a special bonus here. Read on...

The 10 Most Common Relationship and Communication Triggers:



1. Starting a conversation by pointing the finger at someone and accusing them of something
2. Using “You” Language to blame them. “You told me you were going to be home at 7:00pm and what happened? You made me scared and you are not very nice to me.”
3. Shouting in a loud tone across an office or household someone’s name (remember our parents did this to us...it didn’t feel good then, doesn’t feel good especially now!)
4. Using a loud angry tone, along with negative body language...rolling your eyes or letting out disapproving sounds.
5. Interrupting someone while they are talking to you with what you have to say
6. Using disrespectful or offensive words to describe someone else, or the person you are talking with
7. Using threatening physical, hand, or body gestures as a joke or for real
8. Lack of attention; being distracted by someone or something else-TV, Computer, children etc.
9. Avoiding a person and creating distance, lack of eye contact
10. Closed or negative body language, crossing arms, turning your back on someone

You now have some great information here to improve your existing relationships, as well as create some new successful ones. If you would like additional coaching, feel free to contact me either by phone toll free 1-866-702-8833, or by email: drbrown@drcindybrownintl.com. You can also check out our websites at: www.TheCinderellaSystemBook.com and www.SuccessfulRelationshipsNow.com for more products and services that are available to you.

To Your Relationship Success!