ENCOURAGING PEOPLE TO TALK TO YOU

The primary attribute of nurturing is acceptance without judgment.
Ask questions for information and understanding,
NOT to get ammo for future judgments or attacks when you feel defensive or down.

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LOVE IS EFFORT OVER TIME

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HANG-IN-THERE
IT WILL PAY OFF

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A LARGE PART OF EFFECTIVE LIVING INVOLVES:
PATIENCE
PLANNING
DISCIPLINE
IMPULSE-CONTROL
GIVE & GET SUPPORT
DECIDE TO CHANGE - NOW!

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REFLECTIVE LISTENING

When people talk to each other there are two parts of the communication. There is the
CONTENT and the PROCESS.
CONTENT : The story, the description, the scenario, the dramatic production, etc.
PROCESS : The psychological level where we think, feel, believe, and make decisions.

The process level is the level to aim for in REFLECTIVE LISTENING. R L is act of making guesses about
what people are likely to be feeling when they tell you a story of some sort. A child comes home
from school and cries about having had their lunch stolen, or being pushed about by a bully, or
being punished by a teacher for something that another child did. R L involves making estimates
about what the child is feeling when they tell their story.

That must have been scarey for you
That must have been difficult for you
That must have been sad for you
You must have gotten angry about that

The purpose of R L is to reflect your ideas about what the other person MAY be feeling. If you do this
carefully the other person will find in you a non-judgmental sounding board with whom they can
explore their feelings, the situation, and their reactions to it. The other person then is in a position to
make their own decisions about how to proceed. This eliminates the problems of “You shouldn’t feel
that way” -- “You should do this or that” -- “Let me tell you what the right thing is to do about that”.

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R & M SEMINARS

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OPINIONS AND FEELINGS ARE FREQUENTLY A PERSONAL TRIUMPH OVER GOOD THINKING
YOU DEFINE REALITY BY WHAT YOU KNOW, WHAT YOU BELIEVE, AND WHAT YOU DO ABOUT IT

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HOMEWORK 1