



Wellbeing
& Recovery
College



Midlands Partnership

NHS Foundation Trust

A Keele University Teaching Trust

Effective Communication in Relationships

Session 1

Trainers Jane and Lindsay

Aims of the course

- Why good communication is important in relationships
- To recognise helpful and unhelpful ways of communicating
- Understanding the different ways we communicate
- To explore different approaches to how we interact with others
- To look at strategies to improve our communications





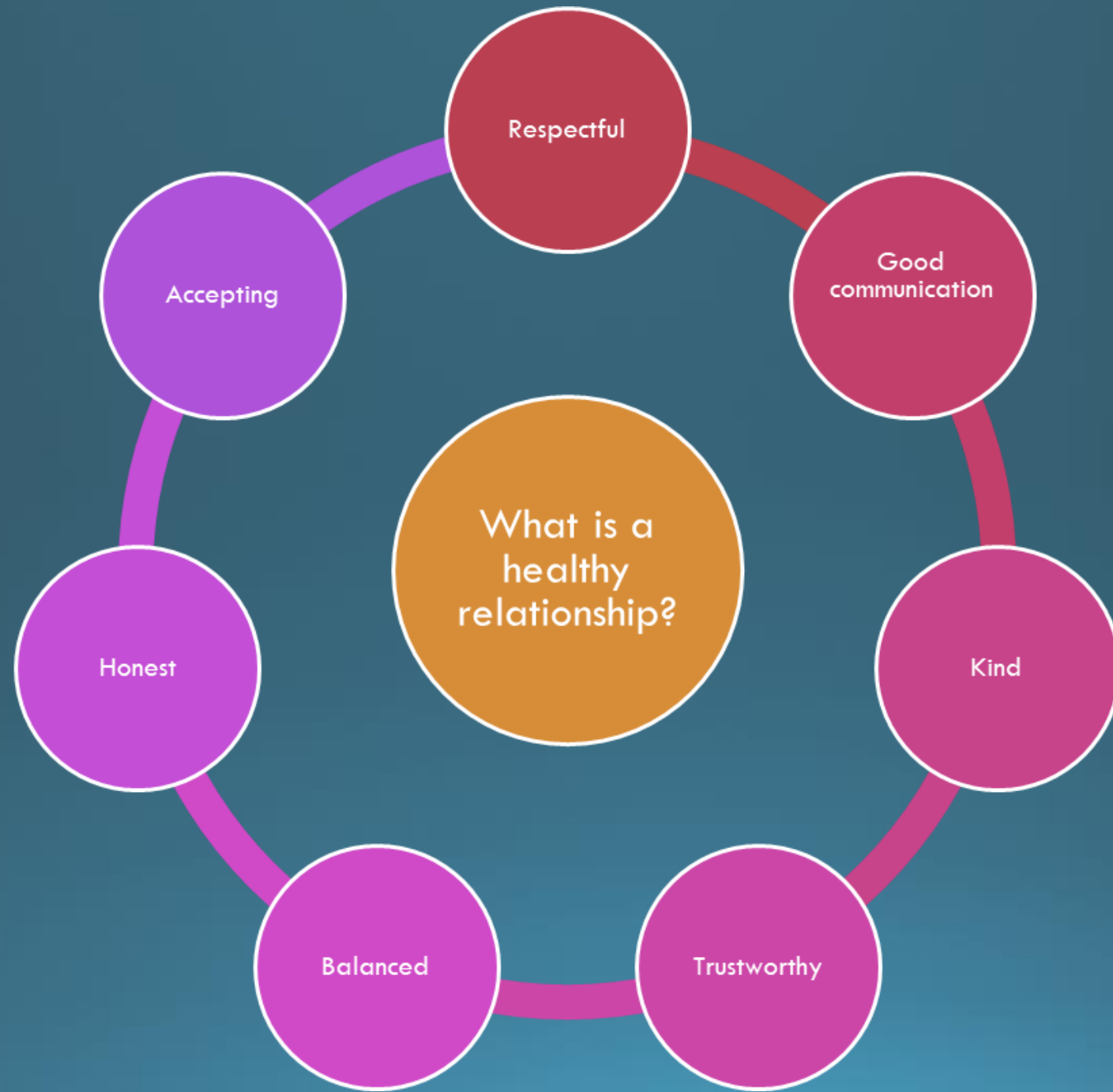
Maslow's hierarchy of needs

Our Relationships....

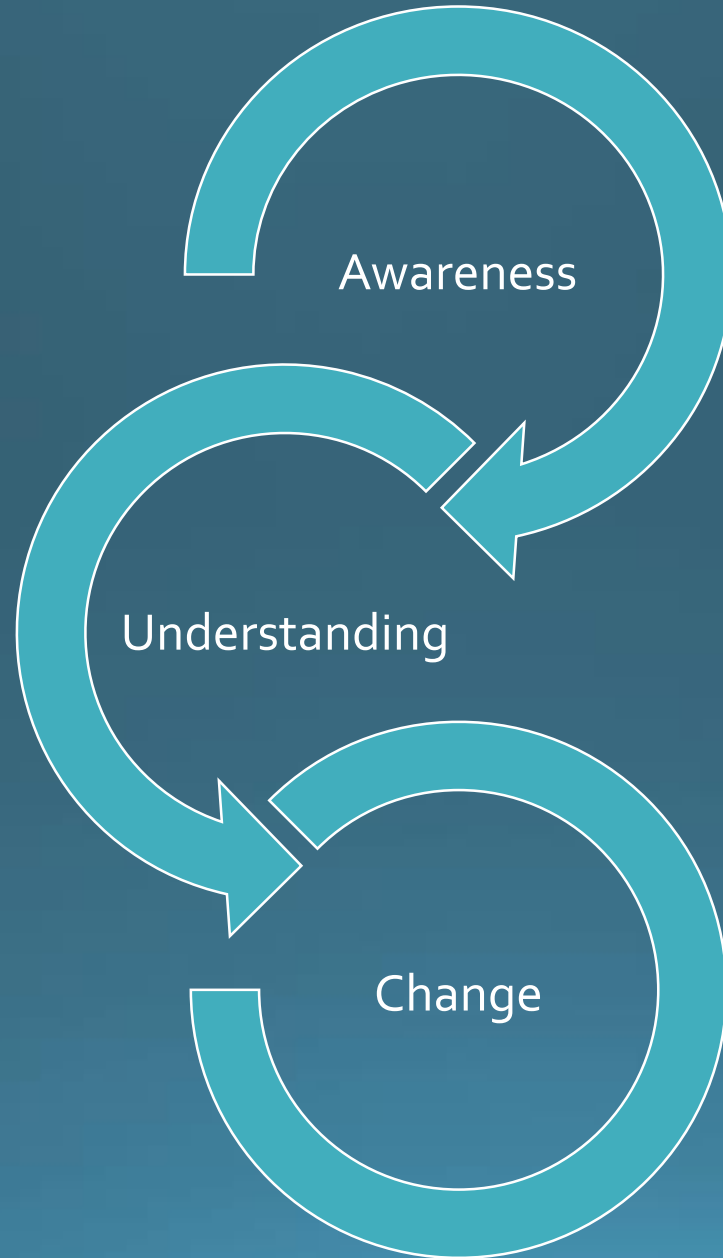
Who do we communicate with in our lives?

Can you name one quality of a healthy relationship ?

Why do we need good communication in relationships?



Stages



The process...

The way we communicate with others shapes our relationships

1. We need awareness of how we are currently communicating
2. We can then understand how we are interacting with others and how they are interacting with us
3. We can then use strategies to look at the things we'd like to change

Stage 1 : Awareness



Helpful v's Unhelpful Communication

Helpful

Calm voice
Listening
Respectful language
Making time for each other
Attentive body language
Empathy
Compromise
Open and genuine
Able to express yourself

Unhelpful

Aggressive tone
Arguments
Not being able to express thoughts or feelings
Not listening to the person
Showing disinterest
Mismatch of emotions
Disrespectful language
Uncompromising

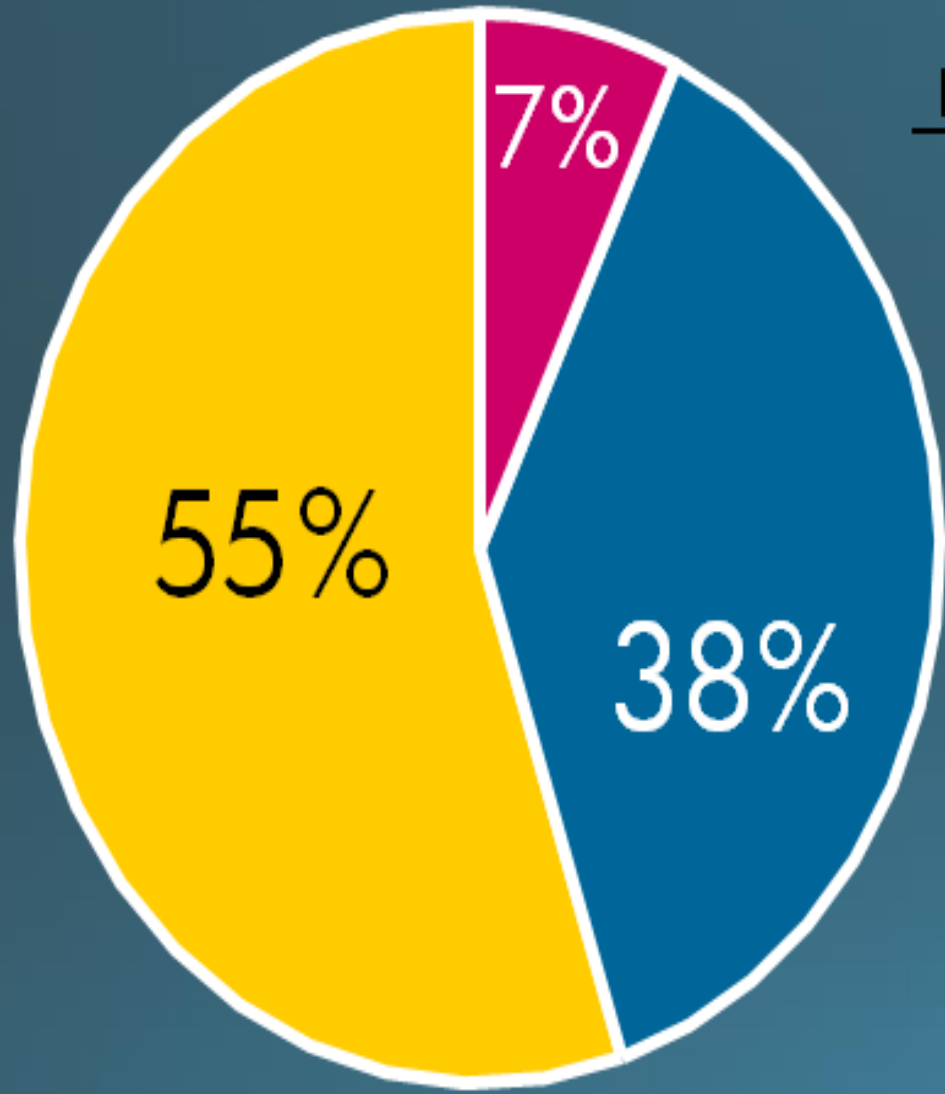
Verbal & Non-Verbal Communication

Non-verbal communication: Body language –
Nodding, Eye Contact, Open posture, Mirroring, Facial expressions e.g smiling

Verbal Communication: Words and tone -

- * Brief verbal affirmations to echo understanding, like “I see”, “Thank you”, or “I understand”
- * Demonstrate interest
- * Ask open-ended questions
- * Wait to disclose your thoughts
- * Hold space for responses





Dr. Albert Mehrabian's 7-38-55% Rule

Elements of Personal Communication

- 7% spoken words
- 38% voice, tone
- 55% body language



GIVE

Using the acronym GIVE is a good way of remembering the helpful skills of verbal and non-verbal communication

G = (be) Gentle

I = (act) Interested

V = Validate

E = (use an) Easy manner

GIVE explained..

- **Gentle** – being gentle means being nice and respectful in your approach.
- **Act Interested** - Listen to the other persons point of view, opinion, reasons for saying no, or reasons for making a request from you.
- **Validation** - The recognition or affirmation that a person or their feelings are valid or worthwhile.
- **Easy Manner** – Open and relaxed body language.

Mindfulness of the other person

“The single biggest problem in communication is the illusion that it has taken place”

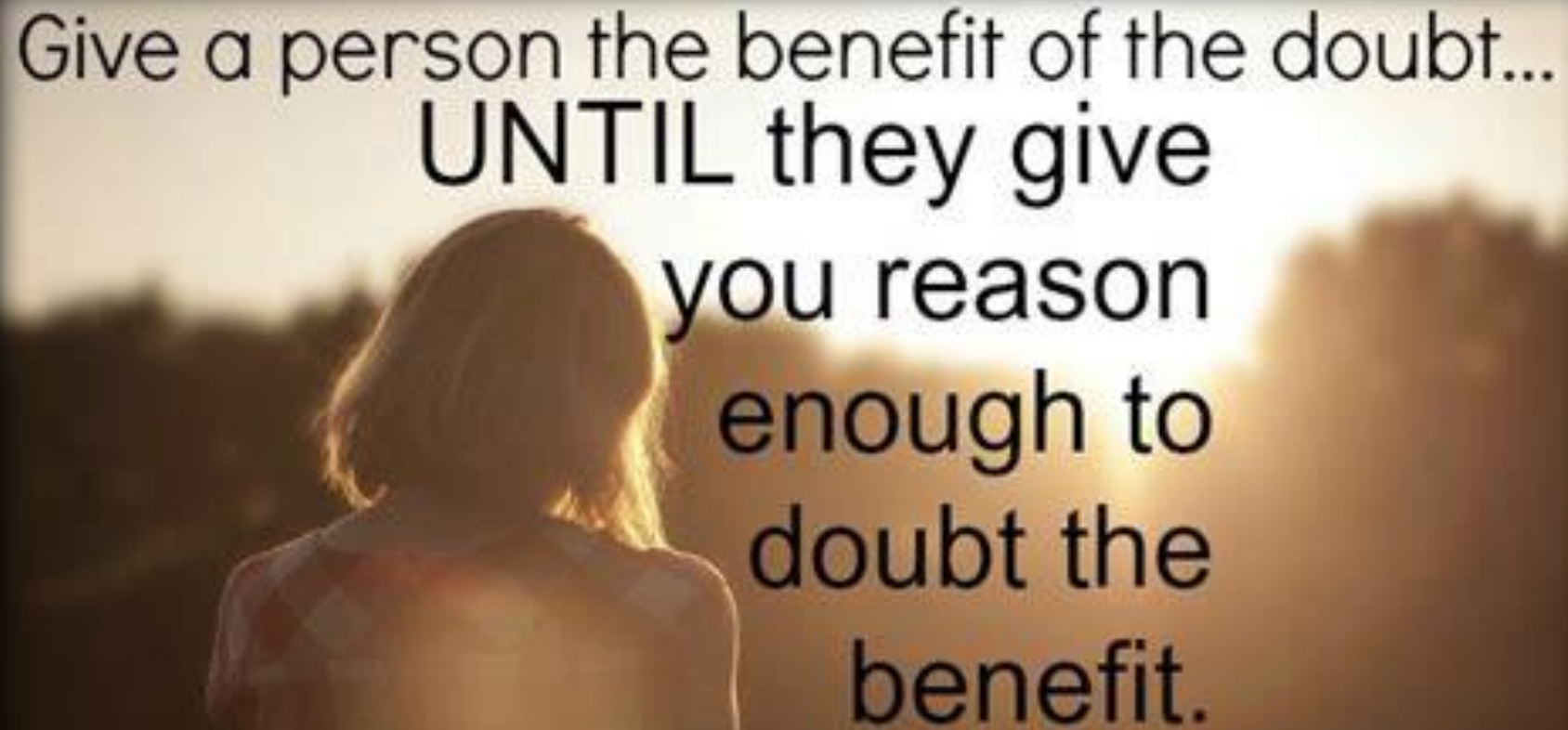
George Bernard Shaw

Group Discussion:

What do we need to be aware of when being mindful of others?



Benefit of the Doubt



Give a person the benefit of the doubt...
UNTIL they give
you reason
enough to
doubt the
benefit.

Home Practice

- Take your awareness and have a go at using the active listening (verbal & non-verbal communication) skills and the GIVE skills.
- Practice being more mindful in your interactions with others.