



Wellbeing
& Recovery
College



Midlands Partnership
NHS Foundation Trust
A Keele University Teaching Trust

Effective Communication in relationships

Session 3

Trainers Jane and Lindsay

Aims of today's session

This session is around change

Developing the Adult ego state

Looking at skills to improve adult effective communication

- Assertiveness

- Mindfulness

The 5 'love' languages



What outcome do we want when communicating with others?

- Discussion



Ways of developing the Adult state

- Awareness of our needs and how to express them
- Balancing our needs with others
- Practising assertive communication
- Keeping our self respect
- Showing mindfulness in relationships
- Knowing your relationship style and recognising others

Adult communication

Adult qualities from TA:

- Non judgemental
- Interested
- Open minded
- Confident
- Rational
- Assertive
- Calm
- Respectful

Communication Skills

Expressing
your Needs –
DEAR MAN

The
relationship
in focus

Maintaining a
Positive Relationship
– GIVE

Keeping your
Self-respect -
FAST

DEAR MAN: Expressing your needs

The DEARMAN acronym was created to help people express their needs whilst being respectful of others:

D = Describe (facts not feelings)

E = Express (how does it make you feel)

A = Assert (clear request)

R = Reinforce (feelings on relationship regardless of outcome)

M = stay Mindful (present with current issue)

A = Appear confident (body language)

N = Negotiate (try and aim for a balanced outcome)

Video

- https://www.youtube.com/watch?v=el_O72aTZzE



Scenario

- Sue's blaming Brian as he forgot her birthday
- She's feeling hurt but is giving him the silent treatment
- He doesn't know why
- How could she use Dear Man to have a conversation with him?

When happened

I felt

I would like

This is important to me in our relationship because

Assertiveness



Balance of your Needs and those of others

To be able to
say "no"



To need
things from
others

To be able to
choose



Putting yourself
first

To be able to
negotiate
change

Have your own
opinions and
convictions

Keeping my self-respect

Sometimes people struggle with being assertive, simply expressing how they are feeling or what they are thinking in a situation.

The FAST skill was developed to help others learn how to feel more confident and help maintain self respect when interacting with others when communicating their needs

Breaking it down

F – FAIRness:

Be fair to yourself and the other person in expressing your needs

A – APOLOGIES ? :

Validate your own feelings & emotions as well as the other person's

S – (STICK to) values:

Be clear on what your opinions are, what your values and morals are

T – (be) Truthful:

Be open and honest about how you feel

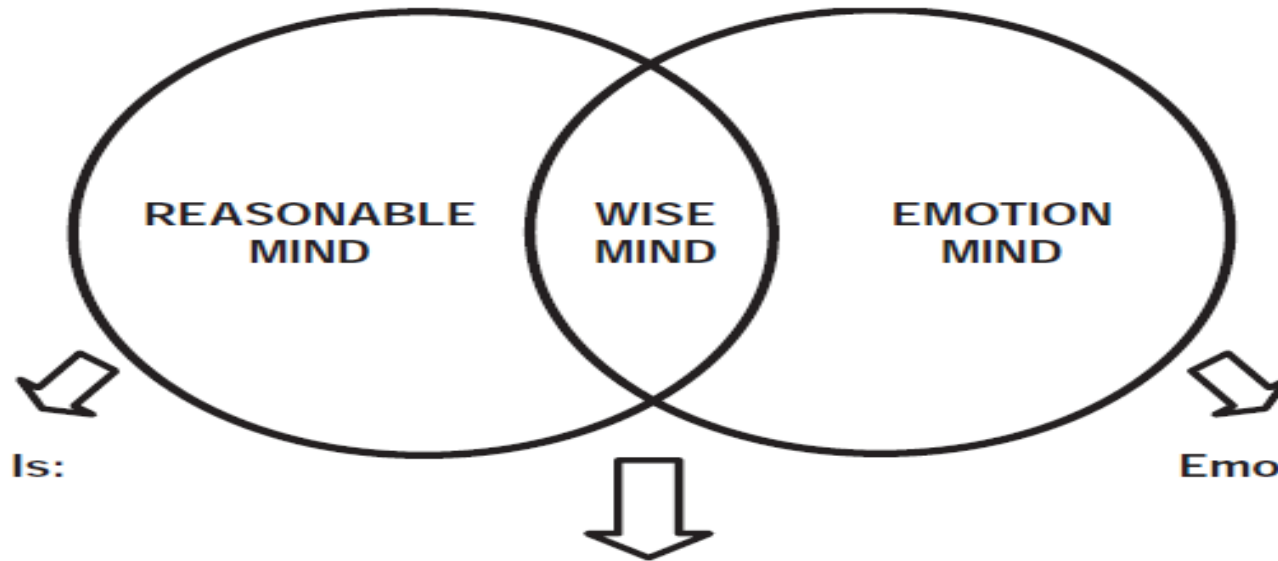
Mindfulness in Relationships





- **Stop** Do not just react. Stop! Freeze! Do not move a muscle! Your emotions may try to make you act without thinking. Stay in control!
- **Take a step back** from the situation. Take a break. Let go. Take a deep breath. Do not let your feelings make you act impulsively.
- **Observe** Notice what is going on inside and outside you. What is the situation? What are your thoughts and feelings? What are others saying or doing?
- **Proceed mindfully** Act with awareness. In deciding what to do, consider your thoughts and feelings, the situation, and other people's thoughts and feelings. Think about your goals. Ask your wise mind: Which actions will make it better or worse?

Wise Mind: States of Mind



Reasonable Mind Is:

Cool

Rational

Task-Focused

When in *reasonable mind*,
you are ruled by facts, reason,
logic, and pragmatics. Values
and feelings are not important.

Emotion Mind Is:

Hot

Mood-Dependent

Emotion-Focused

When in *emotion mind*,
you are ruled by your
moods, feelings, and urges
to do or say things. Facts,
reason, and logic are not
important.

Wise Mind Is:

The wisdom within
each person

Seeing the value of
both reason and
emotion

Bringing left brain and
right brain together

The middle path

The 5 Love Languages

	HOW TO COMMUNICATE	ACTIONS TO TAKE
Words of Affirmation	Encourage, affirm, appreciate, empathize. Listen actively.	Send an unexpected note, text, or card. Genuinely encourage, and often.
Physical Touch	Non verbal - use body language and touch to express love	Hug, kiss, hold hands, show physical affection often. Make intimacy a thoughtful priority.
Receiving Gifts	Thoughtfulness, make your spouse a priority, speak purposefully.	Give thoughtful gifts and gestures. Small things matter in a big way. Express gratitude when receiving a gift.
Quality Time	Uninterrupted and focused conversations. One-on-one time is critical.	Create special moments together, take walks and do small things with your partner. Weekend getaways are huge.
Acts of Service	Use action phrases like "I'll help...". They want to know you're with them, partnered with them.	Do chores together or make them breakfast in bed. Go out of your way to help alleviate their daily workload.

Resources

Books

Transactional Analysis:

Games people play by Eric Berne (1964)

I'm ok, you're ok by Thomas Anthony Harris (1967)

Links

Maslow's Hierarchy <https://www.simplypsychology.org/maslow.htm>

Mindfulness:

[How to Practice Mindfulness In Relationships \(mindfulnessexercises.com\)](http://mindfulnessexercises.com)

YouTube videos

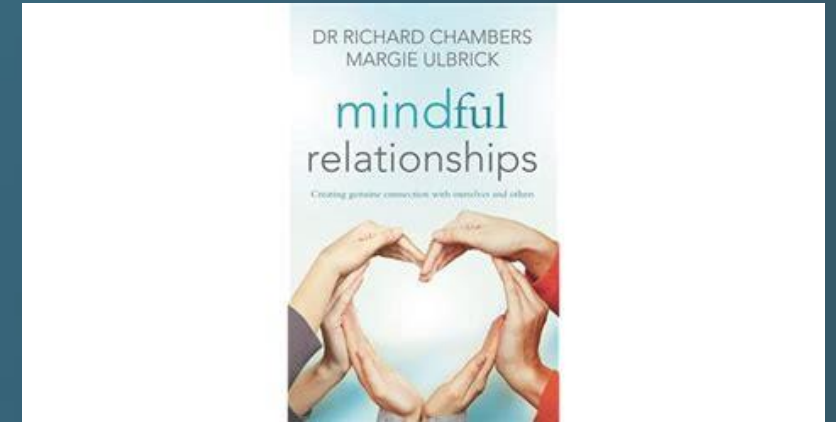
[7 Habits of Healthy Relationships - YouTube](#)

[5 Ways To Work With Your Partner's Love Language – YouTube](#)

[Why You Should Explain What You Need - YouTube](#)

<https://youtu.be/Dnrqo-LMSGs> (Transactional analysis)

[Active Listening – YouTube](#)



It takes practice!

