



# ***Transforming Communications***

## **Syllabus**

**Unit #1 Goal Getting for Communication** - Effective communication only works when you have a positive goal you want to achieve and you when you have a clear mental picture & feeling of what it would be like to have already achieved it. A clear goal like this relaxes you, your voice tone and your body language so other people feel more relaxed around you - you become more approachable. Often people start with a vague goal of what they don't want to have happen which leads to "unloading frustration" or "ranting" and general upset. You will learn the NLP Goal Getting Strategy which programmes your unconscious mind, not just your conscious mind, to prevent self sabotage.

**Unit #2 The Power of Rapport** - If we want people to listen to us and digest what we are trying to say, it helps to know how to put them at ease both consciously and unconsciously. That means knowing what kind of voice tone and body language to use and the kind of words that make sense to their learning style and personality, not just ours. Resistance is more often due to a lack of rapport than the content of what we are trying to say. If you are wondering what rapport is, look at a flock of birds in the sky, or a school of fish in the sea, and notice how they act as one unit, changing direction together, often in a sudden unified movement. Imagine if you could get the kids into the car like that instead of....?

**Unit #3 Boundaries of Upset** - If we want to get our needs met, or help others, we need to be really clear about who is upset and who is not, and what the upset or 'trigger' is. This is called problem ownership. This is often confused due to upbringing where as children we were required to do things to keep the peace or prevent other people from



being upset or angry. There's not much room for our own emotions and we learn it's not safe to be vulnerable. So, instead of letting others know what is going on for us, which would require vulnerability, we demand they do things to prevent us being upset. Or we meet the demands of others without honouring ourselves. Once we get clear about who is upset, then we know which communication skills to use and when and when to stop using those and use different ones.

#### **Unit #4 Listening Skills - *"People start to heal the moment they feel***

***heard"***. Often we think we are listening when in actual fact we are waiting with baited breath for the other person to stop talking so we can share with them our genius solution to their problem. This is fine when the stakes aren't too high, but when the other person is upset, it's likely the fight-flight part of the brain is switched on and they are unable to take on board our solutions in that moment. What they most crave is not solutions, but a compassionate kind of listening that helps them switch off their fight-flight response or 'anxiety' and access their own inner wisdom. If we could do this alone, it would be easier, but then we would not need other humans. These skills are too precious for only counsellors to use - we all need them as partners, parents, managers - to help create a community where each person feels seen, got, heard and accepted just as they are.

**Unit #5 Listening in another person's language** - We all have different learning styles. Some people are more dreamy, others more pragmatic. Some speak quickly and are excited by 'the big picture' whilst others speak slowly and filter the world through emotions and feelings. Other people are more analytical. When we want to make a person feel totally heard, it helps to be able to use some of their language rather than relying solely on our own. We may think we share a native language - eg English - but actually there are many subsets of that language that cause us to live in a world of our own. It's when those worlds clash that arguments occur. And less often about the situation than it is



about the language we are speaking. In this unit we learn to speak the language of those we love and care about or want to help.

**Unit #6 Being assertive without making accusations** - When we let people know we are unhappy about something it's going to push them into an upset fight-flight response whether we like it or not - which is why we often decide to avoid starting an argument until the pressure builds up inside so much that it just spills out anyway. Often, in that moment, it comes out phrased as accusations about what the other person is doing wrong, instead of how their actions are affecting us in concrete ways and emotionally. This is not helped by the lack of emotionally neutral words in the English language. Thus it can be a real art learning to phrase our complaints in a way that another person will respond with empathy rather than defensively. In this unit we learn exactly how to phrase things so other's get it and are more likely to want to help or care.

**Unit #7 Understanding the effect of Win/Win vs Win/Lose Power models on relationships** - When others don't meet our need or solve our problem in the way we would like them to it's often tempting to resort to threats, rewards, or punishment. Whilst those strategies may meet our need in the short term, they can breed resentment and damage the relationship in the long term. What does it feel like when someone uses power over us to get what they want? How does that make us feel about them long term? Is there a better way to for people to get their needs met and feel better about each other as a result? That's what we look at in this unit

**Unit #8 Practicing the Win/Win Approach** - It's one thing to try out a new method but it's another thing to practice it and consolidate that learning in a variety of different situations. In this unit we explore how and when to apply the win/win model of conflict resolution both in our own lives and we also look at significant historical examples of this



model succeeding. You will get to apply the techniques in a variety of simulated situations so you experience the benefits both rationally and emotionally.

**Unit #9 Influencing people in the long term** - Some conflicts are less to do with problems and more to do with values and personality. We look at how to value other people for values that are different to our own as well as how to share what is important to us in the context of long term relationships. We look at how to separate out what is really important to us from what is not so important and then how to show up as ourselves in the context of long term happy relationships. And we look at examples of how doing that can actually cause other people to eventually modify their own values not because they have been compelled to, but because they choose to as a result of seeing the value of what we value in the context of feeling good about how we treat them.