

Interpersonal Effectiveness

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- Krystal has additional training in Dialectical Behavioral Therapy and Somatic Experiencing
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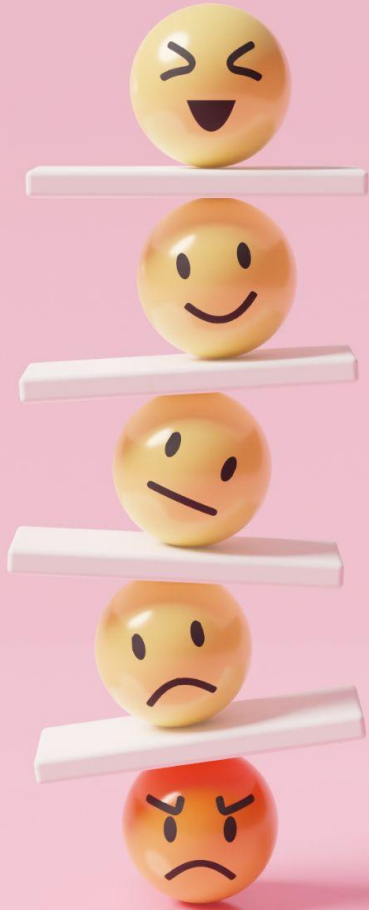


1. Intense Emotions & What Causes Them
2. Conflict Creators
3. Empathy Building
4. Interpersonal Effectiveness



Intense emotions & what causes them





Emotions 101

- Exist inside the body to help you determine responses to outside world
- Controlled by levels of different chemicals in the brain
- Brain layers signals to adjust mood and responses
 - Danger
 - Enjoyment/Pleasure
 - Calm
 - Love/Bonding



What causes intense emotions?

- Empath/Highly Sensitive
 - 15% of population
- Temperament
 - Born having strong reactions/using a lot of energy to convey feelings
- Trauma/MH Disorder
- Emotional Vulnerability
 - Food & diet, sleep hygiene, exercise, stress, physical illness, substance use, introvert/extrovert space



What causes intense emotions? (cont'd)

- Triggers for Overstimulation & Overwhelm...
 - Shame, loneliness, jealousy, self doubt, fear, confusion
 - Lack of control, Perceived slight, Fear of alienation or rejection, Fear of being alone, Body insecurity, Questioning physical safety, Sexual situations

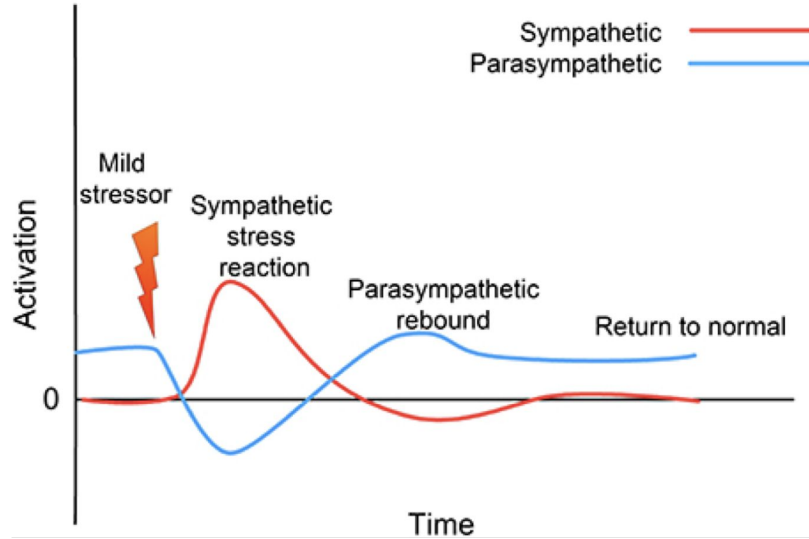


Temperament

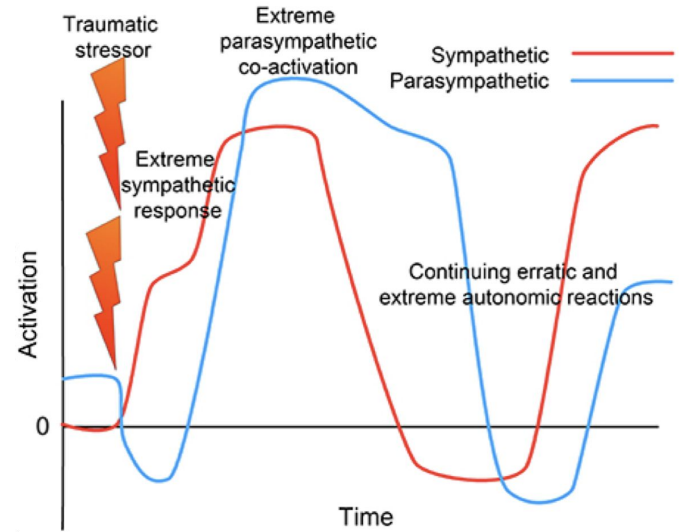
- Personality traits impacting ways we process & interact
- Gives context & helps set expectations
- 9 Traits:
 - Activity Level
 - Biological Rhythm
 - Sensitivity
 - Intensity
 - Adaptability
 - Lean in/Lean out
 - Persistence
 - Distractibility
 - Mood



Mild acute stress reaction



Traumatic stress response



Hyperarousal

Use mindfulness,
grounding, breath work

Overreactive, unclear thought,
emotionally distressed

Can't calm down

Window of tolerance

The body is in its optimal state, can access both reason and emotion, mentally engaged

Shutting down

Depressed, lethargic,
numb, unmotivated

Hypoarousal

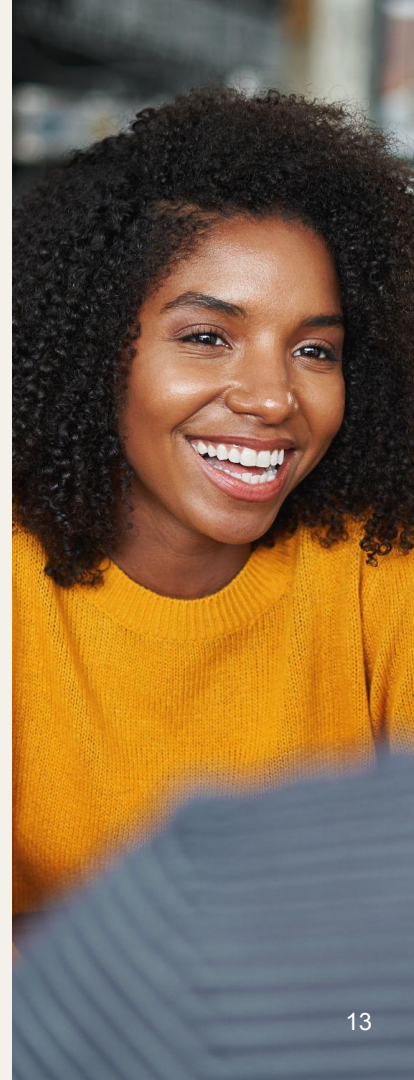
Use mindfulness, breath work,
physical activity

Conflict creators



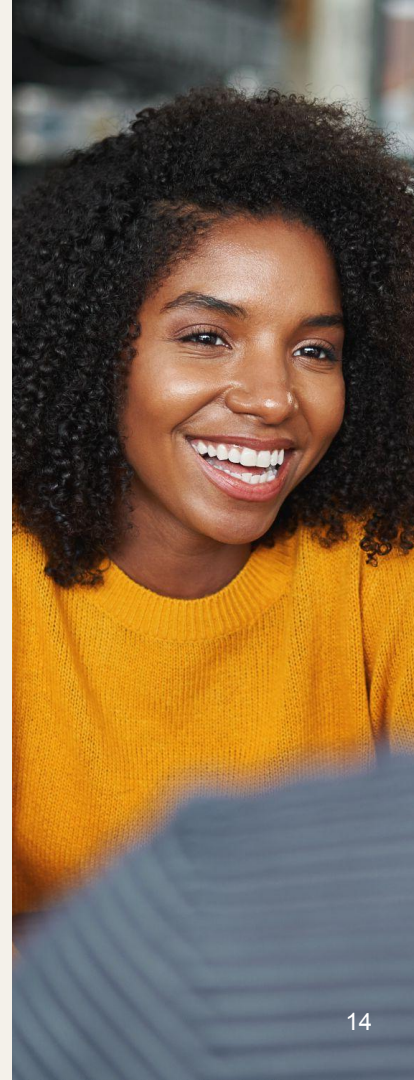
Types of boundaries

- Energetic
 - Highly value energy, time, & effort.
- Emotional
 - Checks in re: capacity for energetic support before venting
- Spiritual
 - Honor personal path & journey. Gives input when requested
- Mental
 - Honor others' versions of reality even when it isn't shared.
- Physical
 - Honor requests for personal space/ consensual touch



Types of boundaries (cont'd)

- Family Systems Theory
 - Diffuse (enmeshed)
 - Personal emotional control is difficult
 - Rigid (disengaged)
 - Expression is difficult
 - Clear
 - Allows for comfortable communication
 - Facilitates empathy
- Attachment Style
 - Secure, Anxious, Avoidant, & Fearful



Control of self v. control of others

- Control of self
 - Exercising control over impulses, emotions, or desires to meet our needs
 - Inner mastery
- Control of others
 - Attempting to control other people or circumstances in every day matters to meet our needs
 - External mastery



Areas of conflict

- Rights or wishes aren't being respected
- You want someone to do or change something or give you something
- You want to be taken seriously
- There is a situational conflict with another person
- You desire to improve a relationship



Vulnerability & emotional overwhelm

- Emotional vulnerability
 - Food & diet, sleep hygiene, exercise, stress, physical illness, substance use, introvert/extrovert space
- Triggers for overstimulation & overwhelm...
 - Shame, loneliness, jealousy, self doubt, fear, confusion
 - Lack of control, perceived slight, fear of alienation or rejection, fear of being alone, body insecurity, questioning physical safety, sexual situations



Empathy building





Assumptions

- You are both doing the best you can with what you have
- You both have changes to make
- You both have to have buy in for change to occur
- It's ok to agree to disagree

Validation

- Shows the other person you are hearing them & that you care about their perspective
- Shows a willingness to accept them as they are
- Diffuses anger & defensiveness
- “Say more about...”
- “I can see how that feels...”
- “I see that you feel...is there anything I can do to help?”





“I” Statements

- Reduces blame
- Promotes emotional ownership
- Tactfully describes a problem
 - “I feel ____ when you ____ because ____.”
 - “If you call me a rude name one more time, I’m taking your phone away!” v. “I feel sad and hurt when you call me names because it seems like you don’t respect me.”



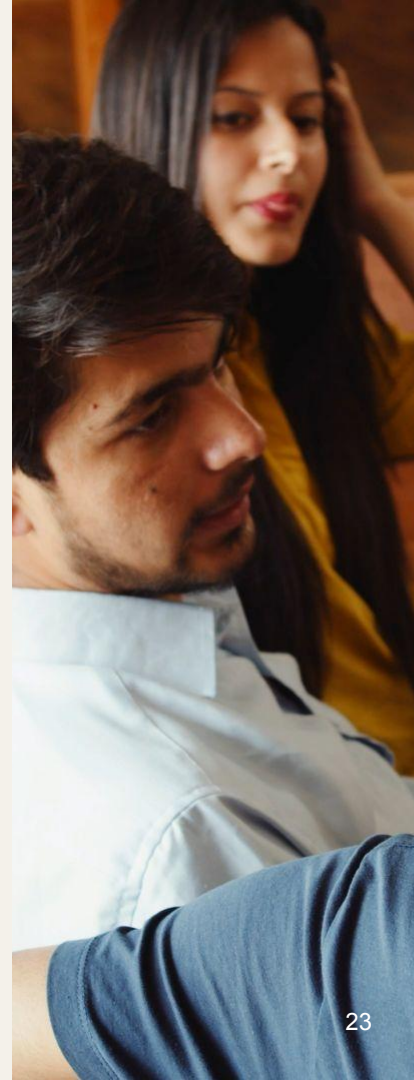
Ways of listening

- Waiting for Your Turn to Talk
 - Listening to reply not understand
- Active Listening
 - Positive engagement
 - Listening attentively to hear what is said before developing response
 - Waiting until the speaker finishes speaking to respond



Ways of listening

- Focus
 - Stay present with their words & body language
- Show you hear them
 - Nod, open posture, eye contact
- Feedback
 - What I hear is...?
 - Can you clarify what you meant by...?
- Avoid interruption & counter-arguments
- Respond
 - Honest & assertive

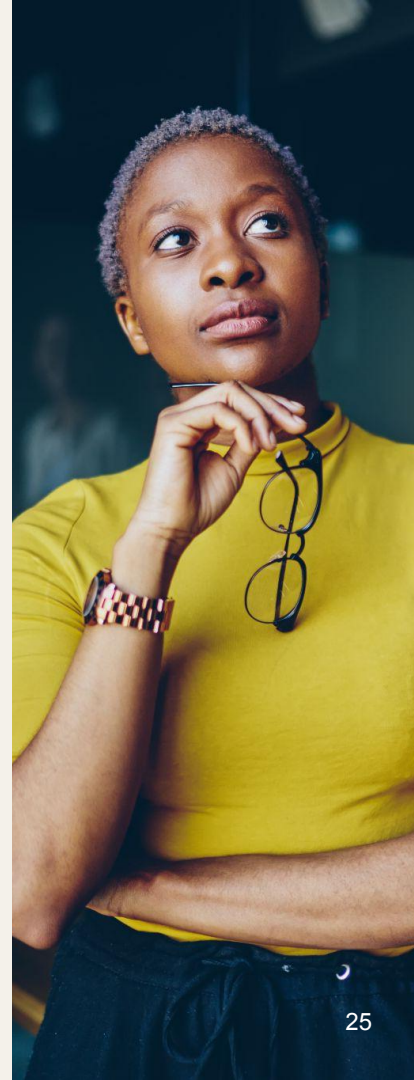


Interpersonal effectiveness



Clarifying your goals

- What specific results do I want?
- How do I want the other person to think & feel about me when it's over whether or not I get what I want?
- How do I want to think & feel about myself, whether or not I get what I want?
- What's most important to me- results, relationship with the person, my relationship with me?
- Where, if anywhere, am I willing to compromise?
- Are there any potential barriers to an effective interaction?
- What would be unhelpful to do or say?



Being heard & getting what you want

- Asserting your request or declining of request
- “I” statements
 - I feel _____ when you _____ because _____
- Validation of yourself & other party’s position
- Separate “facts” from feelings/opinions
- Respond v. React



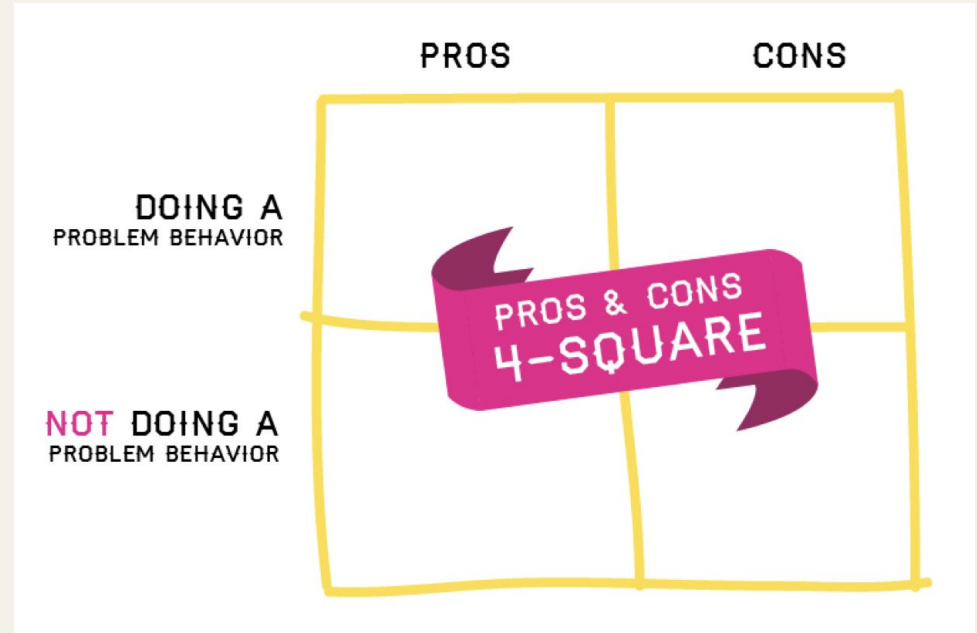
Responding vs. reacting

- **Reaction** is survival mode, often driven by emotional triggers
- **Response** is slower, more mindful, acknowledges emotion, but responds rationally
 - Ex: Your child breaks something/knocks something over
 - Reaction?
 - Response?
- Mindful Pause
 - Consider the most honest but compassionate response
 - “I feel this but I know this so I choose to do/say this.”
- Avoid escalation tag
- Know when to walk away for the day



Pro-con lists

- Pros & Cons of Saying Yes/No
 - Giving them what they want
 - Saying no to a request
- Pros & Cons of Coping
 - Self nurturing
 - Self defeating





Never Underestimate the Power of...

- "I don't know"
- "I was wrong"
- "I'm sorry"



Q & A



Thank you!

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