

FELICITAS COACHING

**IMPROVE
RELATIONSHIPS
AND
COMMUNICATION**

FLISS HOLMES

Introduction

Think back to the last disagreement you had.

What was it about?

What did it develop and evolve into?

What was the tone of the communication between you?

What were the underlying feelings beneath each of your thoughts and did you address and discuss them?

How was it resolved?

How did you feel afterwards?

How do you feel about it now, in hindsight?

What would you like to have done differently?

None of us are immune to the human condition; we all make mistakes and have moments where we are reactive, acting impulsively on temporary feelings.

We have all allowed a passing negative wave to cling on and drive our part of a conversation, later wishing we had handled it differently.

Over time, poor communication is detrimental to relationships and can slowly cause them to suffer and even break down completely.

In this e-booklet, you will learn the following skills:

- Mindful communication
- Understanding different mindsets
- Compassionate thinking
- Introspective thinking
- Relationship building - working together to resolve conflict

You, Them and the Problem

One of the biggest mistakes people make in disagreement communication is believing one of you will 'win' and one of you will 'lose' the argument.

Sound familiar?

Let me just stop you right there my friend – the moment you put this hat on, you've both lost.

Disagreements shouldn't be you against them, it's the two of you vs the problem. Rather than looking at it as battle of right and wrong, start looking at it as a puzzle that you both need to figure out as a team.

This will immediately help to shift your mentality into one of connection rather than defense and opposition, which creates a far better psychological space for problem solving.

The Blame Game

Another mistake which is commonly made in disagreements with loved ones is focusing on placing blame.

Communication with someone you care about should never mirror a legal dispute.

If you find yourself stuck in a disagreement where you're juggling blame back and forth like a hot potato, take a moment to ask yourself why.

What is the purpose of placing blame? Is that going to help to resolve the situation in a compassionate and constructive way?

Some scenarios will warrant more behavioural change or attention from one person than the other, but that does not mean that placing blame upon that person is helpful, in fact it is detrimental to the cause.

Placing blame feeds into the need to be right and encourages the ego.

The Need to be Right: EGO vs Compassion

In Mindfulness, the 'ego' is not a reference to pride or self-admiration, but rather alludes to one's consciousness – the constant thinking, analytical mind.

In this case, the role of the ego is to protect us, to be the problem-solving, logical influence which keeps us safe.

Because of this programming, the ego thinks defensively; it is cautious, untrusting, overthinking and ALWAYS wants to be right.

The ego is self-centred survival brain. It is focused solely on self-protection and preservation and because of this it is a locked-down, closed off fortress of 'nope'.

When your ego is in the driver's seat – there is no chance of connection or compassionate, mutually beneficial resolution.

Try to imagine a grumpy child in your brain with its back turned and its arms crossed – that's what the ego does during a disagreement.

The Need to be Right: Ego vs COMPASSION

Whilst the ego is sat defiantly with its back turned and brow furrowed, the compassionate mind is trying to reach out, wide-eyed with love and a desperate yearning for reconnection and resolution.

Unlike the ego mind, the compassionate mind doesn't care about placing blame, being right or about deflecting and defending against the other person's concerns.

The compassionate mind wants to listen, learn, discuss the issues on both parts and come to a compassionate and loving resolution.

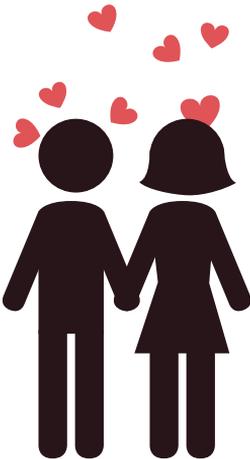
The great thing about the compassionate mind is that when you are being open and caring about the other person's feelings and genuinely focusing on how to help you both, you don't have time to be being self-centred or defensive like the ego wants you to.

Don't get me wrong, the ego has served its purpose many times during evolution when we needed to look out for number one in order for our genes to prevail and still serves us now when we need to analyse situations and devise strategies. However, it has no place in compassionate communication or conflict resolution.

The Need to be Right: Ego vs Compassion

EGO MIND

- RESENTMENT • JUDGEMENT
- BLAME • THE NEED TO BE RIGHT • JEALOUSY • ANGER
- COLDNESS • SEPARATION
- DEFENSIVENESS •
- SELFISHNESS • DEFLECTION •



COMPASSIONATE MIND

- LOVE • EMPATHY •
- CONNECTION • GRATITUDE
- UNDERSTANDING •
- PEACE • FORGIVENESS
- COMPROMISE • WISDOM
- OPENNESS • RESOLUTION •



Introspective Thinking

With awareness of the previous topics, let's discuss introspective thinking. Introspection involves looking inwards at oneself, with a non-judging, analytical mindset. The purpose of this is to work out what your contributions (positive and negative) are to the situation at hand.

It's about being honest and aware that it's not about 'winning' or blaming the other person and, instead, seeing what we could do better.

Looking at our thoughts, words and actions and working out what we're doing well and deciding consciously to build on that and what we want to improve and develop.

It is so important to evaluate our thought processes and observe our typical patterns of behaviour and the thoughts that spark them.

When we do this in conflict resolution it opens up the door for evolution in ourselves and in our relationships.



Reactivity and Mindfulness - Steps to Improve Communication

Now that we understand the mindsets which drive some of our behaviours during disagreements, how do we go about adjusting them?

We know that the ego mind encourages conflict and the compassionate mind encourages resolution, but how do we crack the code?



Reactivity and Mindfulness

- Steps to Improve Communication

PAUSE.

Take a moment to centre yourself and see which mind is at the wheel – ego or compassion.

FEEL.

Rather than engaging with opinions and assumptions about the situation and the other person, dig down to what you're actually FEELING underneath all the busy thoughts.

TERMINOLOGY.

Think about how you can convey your feelings in a non-confrontational non-blaming way.
E.g. "I'm feeling disconnected from you" rather than "You've made me feel lonely".



Reactivity and Mindfulness

- Steps to Improve Communication

TONE.

Think of how your voice sounds as you speak, try to keep your tone soft and the volume low/normal.

PURPOSE.

What is the purpose of your words? Check that your intention is solely to calm and resolve the situation, NEVER to insult or hurt the other person..

TIME OUT.

If you're struggling to be mindful and follow the above steps, remove yourself from the situation to centre yourself, before returning to resolve it later on.

It is helpful to have a go-to phrase in this situation (which you're both aware of) so you both know to leave it there for now; e.g.

"I love you and I want to remedy this – but I need a time out" or "Let's have a time out and return to this later".



Thank you for reading this little e-booklet,
I hope you have found it insightful and
beneficial.

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