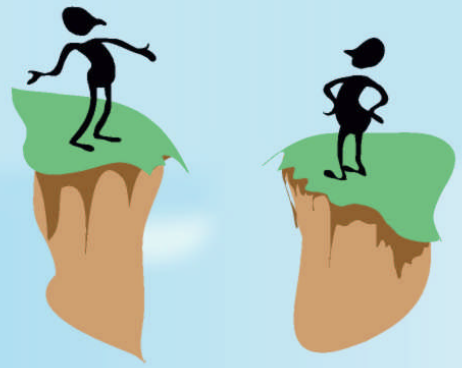


COMMUNICATION MAP



Receiver

Sender

- ★ IT'S NOT ABOUT ME!
- ★ BE CURIOUS
- ★ LISTEN/SUPPORT
- ★ BE COMPASSIONATE
- ★ COACH/MIRROR

**"help me to understand
your issue"**

**"do you have a request?"
"what you
need from me is...?"**

**never say "no"
(counter-propose)**



1. experience issue
(it's all about you!)



2. hit wall
(or not!)



3. identify issue
(talkers vs. thinkers)



4. communicate issue-
get/give validation/confirmation



5. make request
(let go of how/outcome)



6. negotiate



7. agree



8. follow through



The Wall

1. Judgment
2. Interpretation
3. Defensiveness
4. Reactive Emotion

Rules of the Road

1. Issues are unmet needs
2. All issues are valid
3. Who has the unmet need owns the issue
4. One issue at a time
5. Take turns being sender
- one person speaks at a time
6. Speak w/moderation
7. Listen w/curiosity
8. Assume win/win
9. Nurture the space between

Quick-Start Communication Map Tutorial

To download MP3 or access internet audio visit-
www.CommunicationMapAudio.com

(44 minutes)

Top Five Communication Tips

1. USE THE 3 MAGIC WORDS OF LISTENING- "Is there more?" For most people, listening is far more challenging than talking. If you do nothing else, being attentive to what your partner is saying and using these 3 magic words will make you a star listener. Try it!

Are you wondering what the "**Magic Words of Speaking**" are? Simply... "**I care about you.**"

If you are saying things difficult for your partner to hear be sure to remind them of your positive intent & regard.

2. IT'S NOT ABOUT YOU!

When your partner is expressing a thought, feeling, need, issue, or judgment, it comes from their reality, is valid for them, and it is not about you! Most arguments would never happen if we would simply accept our partner's point of view and agree to disagree.

3. IT'S ALL ABOUT YOU!

Your thoughts, feelings, needs, issues, and judgments are your reality, are valid for you, have little to do with your partner, and many people (including your partner) are unlikely to see things your way. If you take full ownership for your experience you will be able to create the conditions for connection and harmony in just about any situation with your partner. A fulfilling relationship is about having, accepting, and negotiating differences, not being "right," seeking sameness or consensus.

4. TURN COMPLAINTS INTO REQUESTS

We bring many, many needs into any relationship and will experience an issue when a need is not met. It is impossible for all needs to be met all the time in any relationship, so you will have many opportunities to experience and express issues.

Simply making a request and focusing on what you want to happen, instead of what is wrong or not happening, and negotiating a "win-win" outcome, will effectively prevent or resolve conflict.

5. TELL YOUR TRUTH

The path to true intimacy and connection is by being authentic and telling your full truth to your partner about your thoughts, feelings, needs, wants, issues, boundaries, etc. Intimacy means, "Into me I see," a transparency between two people that requires full expression of what is inside. Seeking to avoid conflict and maintain harmony by censoring yourself can work for awhile, until your suppressed truth comes out in other ways, such as withdrawal, resentment, "acting out," etc. Telling your whole truth can be scary, but will result in the kind of relationship that you really want.

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e-programs, and more, visit-
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