

FREE
WORK
BOOK

HOW TO

Avoid Negative Communication Mistakes



BY BERENICE GOIN

GET READY

- Have a notebook or a print out of the workbook
- Have 15 minutes
- Find yourself a quiet spot

THIS WORKBOOK IS FOR YOU IF YOU WANT...

- to understand more about communication
- to improve your skills
- to learn to avoid known mistakes



COMMUNICATION

It's the core of a relation. There are different ways to communicate and they are all important. Most of our communication is non-verbal (body language and tone) but our words mean a lot too. I am sure you know how we can hurt or be hurt by words.




Action Step



GET CONSCIOUS OF YOUR SELF-PERCEPTION

Our perceptions of ourselves influence our communications with others. Know how you perceive yourself.

KNOW THE 12 MISTAKES



Enjoy the exclusive infographic The Earth created to make those 12 communication roadblocks clear.



LEARN TO AVOID ROADBLOCKS

There is always a way around an obstacle, let's see what you can do to implement a positive communication

COMMUNICATION IS A FAST WAY TO IMPROVE
YOUR FAMILY BALANCE, BECAUSE YOU HAVE A
THOUSAND CHANCE A DAY TO DO IT!





GET CONSCIOUS ON YOUR SELF-PERCEPTION

Our perceptions of ourselves influence our communications with others.
Know how you perceive yourself.

By observing yourself and taking notes, you will realize what influences your relations. For example, if you perceive yourself as always right, someone who doesn't agree with you will be perceived by you as wrong.

SPOT YOUR BELIEFS!

- Do you think that a mother who yells has lost control?
- Do you think that a loving mother should do everything for her children?
- Do you think positively or negatively of yourself?

TAKE ACTION

Brendon Burchard tells us that every morning and in every situation we must ask ourselves the following questions:

- How do I want to be and feel in this situation?
- How do I want to treat people in this situation?
- How do I want other people to perceive me?






KNOW THE 12 MISTAKES


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The Earth School

Based upon Thomas Gordon's concept


12 ROADBLOCKS TO EFFECTIVE COMMUNICATION





<p>1</p> <p>ORDERING. DIRECTING. COMMANDING</p> <p><i>Do this. You cannot do that. Stop it. Go apologize to her.</i></p>	<p>2</p> <p>WARNING. ADMONISHING. THREATENING</p> <p><i>You're really asking for trouble. If you go down that road you'll be sorry. If you don't do this, then... You better not try that.</i></p>	<p>3</p> <p>MORALIZING. PREACHING. IMPLORING</p> <p><i>You should go to kiss your grand-ma. The best thing you could do is... You really ought to... It's your duty to...</i></p>
<p>4</p> <p>ADVISING. MAKING SUGGESTIONS. PROVIDING SOLUTIONS</p> <p><i>Have you thought about...? What I would do is... Why don't you...? Have you tried...?</i></p>	<p>5</p> <p>PERSUADING WITH LOGIC. LECTURING. ARGUING</p> <p><i>Facts are... Yes, but... Let's think this through. Do you realize...?</i></p>	<p>6</p> <p>JUDGING. CRITICIZING. DISAGREEING. BLAMING</p> <p><i>It's your own fault. Don't you think you ought to think of others? You're being selfish. You're wrong.</i></p>
<p>IF WE WANT OUR CHILDREN TO LISTEN TO US, WE NEED TO SET AN EXAMPLE</p>		
<p>7</p> <p>PRAISING. AGREEING. EVALUATING POSITIVELY. APPROVING.</p> <p><i>I think you're absolutely right. That's how I would feel if I were you. You're a good... You've done the right thing.</i></p>	<p>8</p> <p>NAME-CALLING. RIDICULING. SHAMING. LABELING.</p> <p><i>You really ought to be ashamed of yourself. How could you do such a thing? You should be ashamed of yourself. That was dumb.</i></p>	<p>9</p> <p>INTERPRETING. ANALYZING. DIAGNOSING</p> <p><i>What's wrong with you is... Do you know what the real problem is? You don't really mean that. You're just trying to make me look bad.</i></p>
<p>10</p> <p>REASSURING. SYMPATHIZING. CONSOLING. SUPPORTING</p> <p><i>Things aren't really that bad. Don't worry - you'll look back on this in a year and laugh. Things will turn out OK, you'll see.</i></p>	<p>11</p> <p>PROBING. QUESTIONING. INTERROGATING</p> <p><i>What makes you feel that way? Why? You're going to do that? When, who, where...?</i></p>	<p>12</p> <p>DISTRACTING. DIVERTING. HUMORING. CHANGING THE SUBJECT.</p> <p><i>Let's talk about that some other time. Oh, don't be so gloomy! That reminds me of the time when I...</i></p>

OR WHAT?


 You might think it's a long list and you might also notice that you do several of them. What's the harm? Why is it harmful? They are called roadblocks for a reason: they cut the communication. And a good communicating with our children is a priority. When we start to learn to listen, instead of fighting to get our point through, we teach our children to do the same, and at the end of the day, they'll listen to us in return when we have something important to say!

www.theearthschool.ch
 Thomas Gordon's concept of "Twelve Roadblocks to Effective Communication" as presented in his book Parent Effectiveness Training, New York, 1970.



LEARN TO AVOID ROADBLOCKS

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ACTIVE LISTENING

The answer is to learn to listen more. Those communication roadblocks are actually like a stop sign in an exchange. Use one of those, and your child will close like a clam (or yell, cry, be sad, angry,...).

Active listening is a way to listen properly. You know when your child comes to you and says: "mama?" and you answer yes while scrolling on your phone? That is not active listening ;-)

- **Stop what you are doing to give your child's full attention**

If you are not available at that very moment, tell so to your child and commit to a clear time together

- **Look at them in the eyes, touch them, or look in the same direction**

Depending on your child's perception system (visual, auditory, or kinaesthetic, he will favor one of the 3, do your tests.

- **Keep the 12 roadblocks in mind when you answer**

The hardest part will be your reaction to what you hear. It is hard not to comment, or come up with a solution, or anything that you think will make the situation better. Spot your most common roadblocks to consciously choose not to go there.



You did it!

You can now communicate in a way that
gives room to your children!

WRITE DOWN 3 ROADBLOCKS YOU WILL FIGHT THIS WEEK TO
IMPROVE COMMUNICATION

Congratulations

TODAY YOU LEARNED ALL ABOUT ROADBLOCKS.
WELL DONE!

