



BreakThrough Communication

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The Hidden Dimension of Human Communication

Intent does not equal impact.

INTENT \neq IMPACT

The Hidden Dimension of Human Communication

Every message has two levels:

CONTENT

RELATIONSHIP

Responding to Criticism

Selective Perception

“As If” Principle

**Silence and Avoidance:
A main response to conflict**

A Model for Responding to Criticism

STEP
1

Active Listening—Nonverbal curiosity and paraphrasing.

STEP
2

Ask for Details—Requesting clarifying information.

STEP
3

Guess—When a speaker can't think of a specific, you come up with one.

STEP
4

Agree with Facts—Be explicit in your agreement.

STEP
5

Agree with Critic's Perception—Acknowledge the critic's perception is reasonable.

Raising Delicate Issues

STEP
1

Opener—Psychological agreement to have the conversation.

I-Feeling Language—When people feel pushed, it creates a counter resistance.

Accusative Phrases: Need to Edit and Pinpoint

You make me feel...
You take advantage...
Whenever I try to talk to you...

nitpicky
rigid
bossy

condescending
moody
inflexible

unfriendly
controlling
unsupportive

attitude problem
unprofessional
patronizing

tick me off
judgmental
rude

insensitive
ignore
undermine

cold
close minded
critical

selfish
interrupt
abrasive

impatient
intimidating
Bit my head off

obnoxious
avoid
snub

unprepared
stand-off-ish
arrogant

put people down
don't plan ahead
treat us like idiots

A Model for Raising Delicate Issues

STEP
1

Opener—Psychological agreement to have the conversation.

I-Feeling Language—When people feel pushed, it creates a counter resistance.

Edit Accusative Language—Look for loaded language and red flag terms.

STEP
2

Pinpoint Details

STEP
3

Acknowledge Your Part

STEP
4

Agree on a Solution

- “Here’s what I can do...”
- Ask: “Is there anything else you’d like me to do?”
- “It would help me if you would...”

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joining us today.**

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