

DOES YOUR COMMUNICATION FOCUS ON EMOTIONAL WELL-BEING?

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Look for symptoms of overwhelm. Notice conversations that cause you (and others) to experience a threat reaction (fight, flight, freeze):

LOOK



- **Conflicting Values** (saying yes to something that does not align with your values)
- **Internal Conflicts** (doubts, guilt, fears, concerns that impact your confidence)
- **Relationship challenges** (power struggles, lack of autonomy)
- **Time Pressures** (sense of frustration or exhaustion or helplessness about having enough time, resources, mental/physical capacity to ‘get it all done’)

LEARN



Learn the art of conscious communication: a way to build the skills of awareness and articulation to minimize the threat reactions (flight, fight, or freeze) during self-talk and conversations with others, and support those who are in a reactive state.

LISTEN



Instead of just "listening to" when there is a sense of overwhelm, practice “listening for”. This allows you to reduce the reactivity of the mind and discover AND respond to needs or values:

- **what matters most**
- **what people are trying to protect**
- **what deeper needs are not being met**
- **the feelings behind their words**

While we have many needs/values, a great way to practice is to understand the PRISE Model: 5 common needs that when not met, cause us to react, disconnect, disengage.

LANGUAGE

Engage in a dialogue that allows defenses to lower and understanding to rise.



When “listening for” needs and values by using the PRISE Model, you can then share with people how to engage in dialogue that invites people to stay out of judging or blaming themselves or others. This dialogue focuses on considering possible ways to get their needs met rather than being stuck in self-talk or conversations with others that keep defensive or overwhelming feelings alive.

This is where breakthroughs happen!

WANT MORE?

Visit www.theleadershipgroup.ca/resources for the PRISE Model and additional Healthy Communication resources.