



Reach out
take a step

find hope



Care to change

Counseling to help you move forward.

How to Have Hard Conversations

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SEND US YOUR QUESTIONS!



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@CARE_TO_CHANGE

Care to change

5-4-3-2-1 grounding

This exercise helps bring the mind out of anxiety or overwhelm by focusing attention on the present moment through the senses, which signals the brain that you are safe right now. 🧡

| | | | | |
|---|--|--|---|--|
|  5 things you can see |  4 things you can touch |  3 things you can hear |  2 things you can smell |  1 thing you can taste |
|---|--|--|---|--|

Goals for today:

1. Biblical Framework for hard conversations
2. Barriers to communicating well
3. Applying tools to foster increased connection



Humans were made for connection

Authentic connection requires understanding

Ecclesiastes 4:9-12

Proverbs 27:17



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Humans were made for connection

Understanding does not equal agreement.



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How do we find understanding?

Through healthy communication

- In the context of emotional/physical felt safety
- When we feel seen/heard/accepted
- When we enter the space knowing our value/significance in Christ



Elements of Successful communication

How to make it work

- Knowing how you are showing up



How you show up matters

WHATEVER YOU DO
WORK AT IT WITH ALL YOUR
HEART
AS WORKING FOR THE
LORD
NOT FOR MEN
COLOSSIANS 3:23



How you show up matters

- Be curious about your FOO
 - How did you handle conflict growing up?
- Know your buttons to understand when they have/or could be pushed

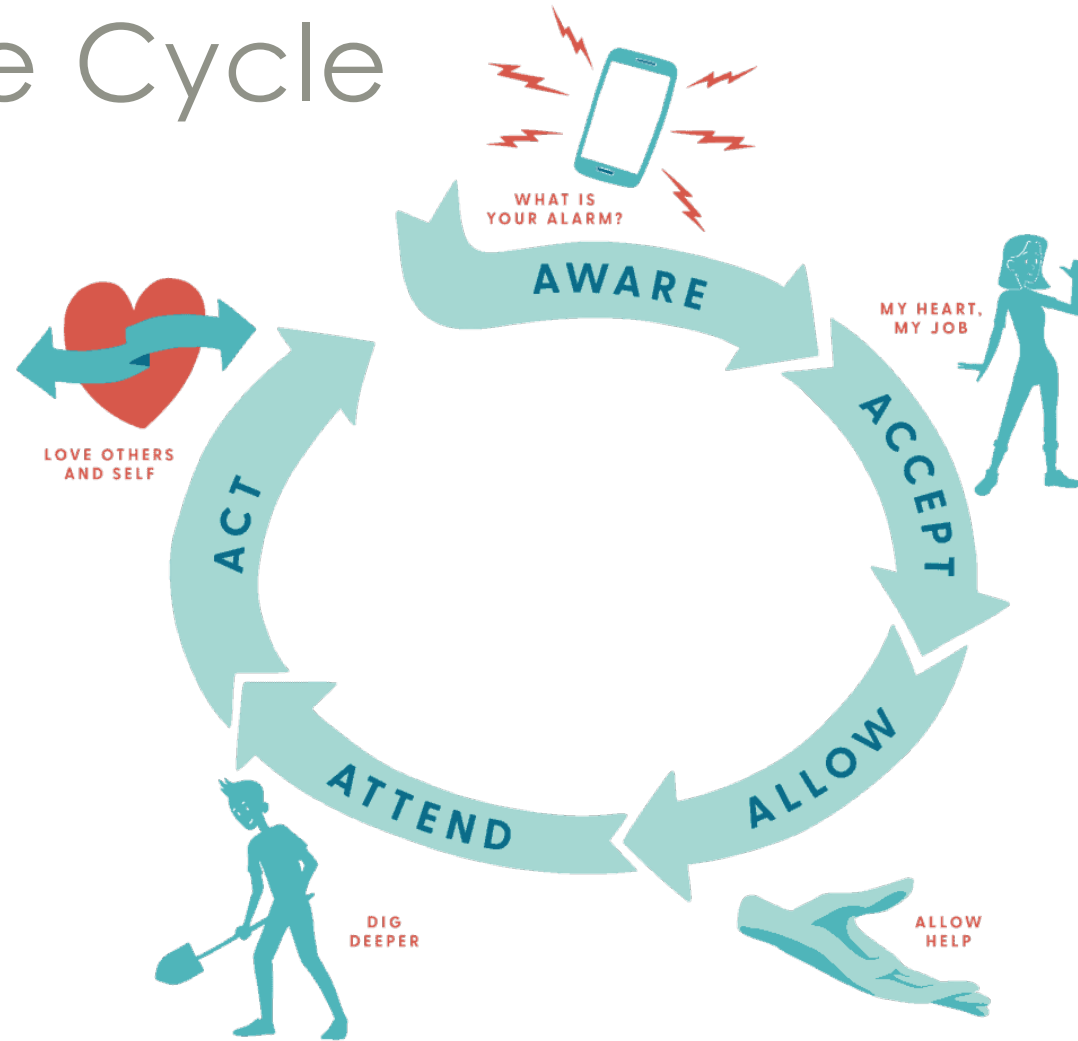


How you show up matters

- Care Cycle before having the conversations
- Ask the Lord what the conversation is **really** about



The Care Cycle



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Elements of Successful communication

How to make it work

- Knowing how you are showing up
- Knowing and accepting personal responsibility



What is within my boundaries?



My yard- their yard

- I am responsible for my THOUGHTS, FEELINGS, BELIEFS, and BEHAVIORS.
- I am NOT responsible for others' thoughts, feelings, beliefs and behaviors.
- In relationship, I INFLUENCE others' thoughts, feelings, beliefs, and behaviors, but I do not DETERMINE them.



Elements of Successful communication

Clarifying the purpose and desired outcome

- Motivation for conversation
- Resist the urge for
• Convincing, complaining, criticizing, controlling, correcting, condemning, coercing or changing



Elements of Successful communication

Gathering relevant information

- Is this a one-time struggle or pattern?
- What is the impact to the person & whole picture?
- Ask the Lord what your role should be



Elements of Successful communication

Plan the approach

- Know the person you are talking to
 - Love language, enneagram etc.
- Decide a day, time, and location
- Pray for those involved



Elements of Successful communication

Setting the Stage

- Active Listening
- Effective Communication
- Managing Conflict
- Responding to Reactions
- Build Connection



Active Listening

Action-Based: “I statement”

“I think/feel

...when

...and I would like/prefer



Active Listening

INSTEAD OF:

- “Calm down”
- “I understand”
- “Why” or “You should”
- Giving Advice

TRY:

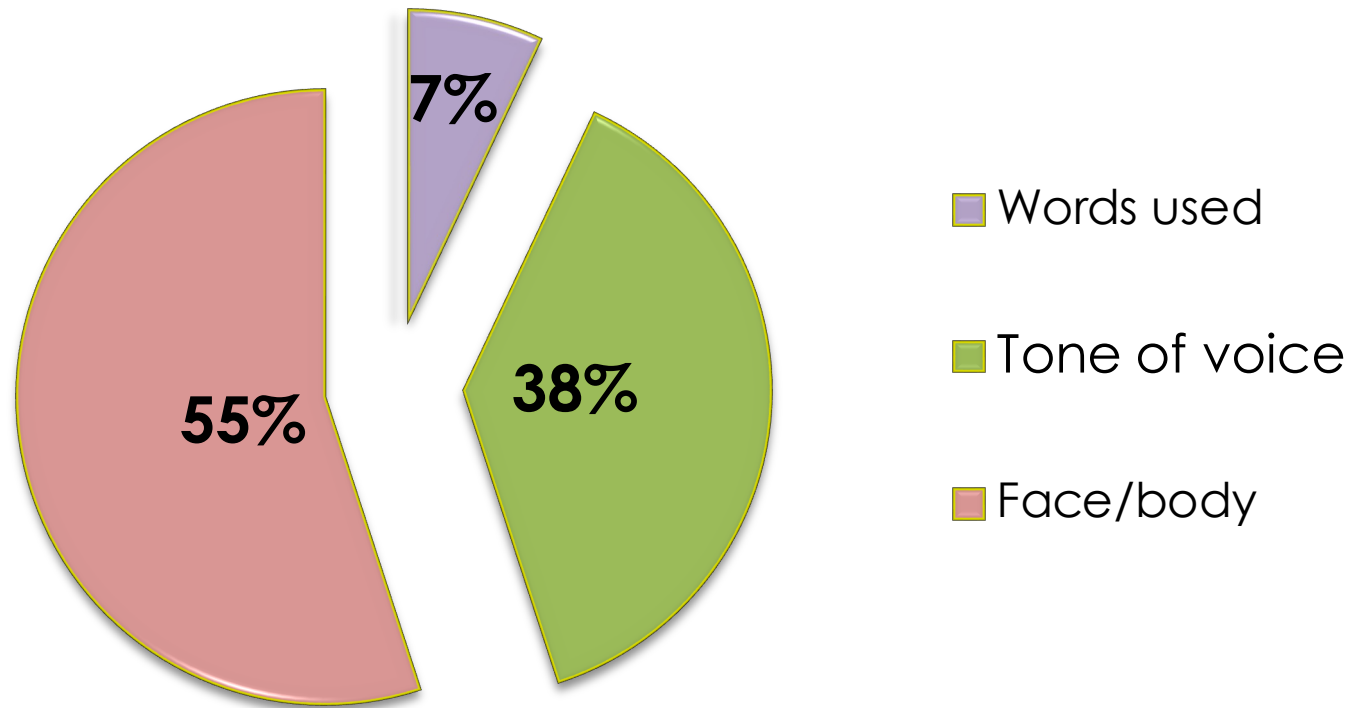
- “I can see how upset you are.”
- “Help me understand.”
- “What’s causing that?”
- “I appreciate you sharing that with me.”

Effective Communication Delivery

- Soothing tone of voice - Not harsh, sarcastic or impatient
- Choose words wisely - Non-threatening, nonjudgmental
- Use effective pauses while you breathe

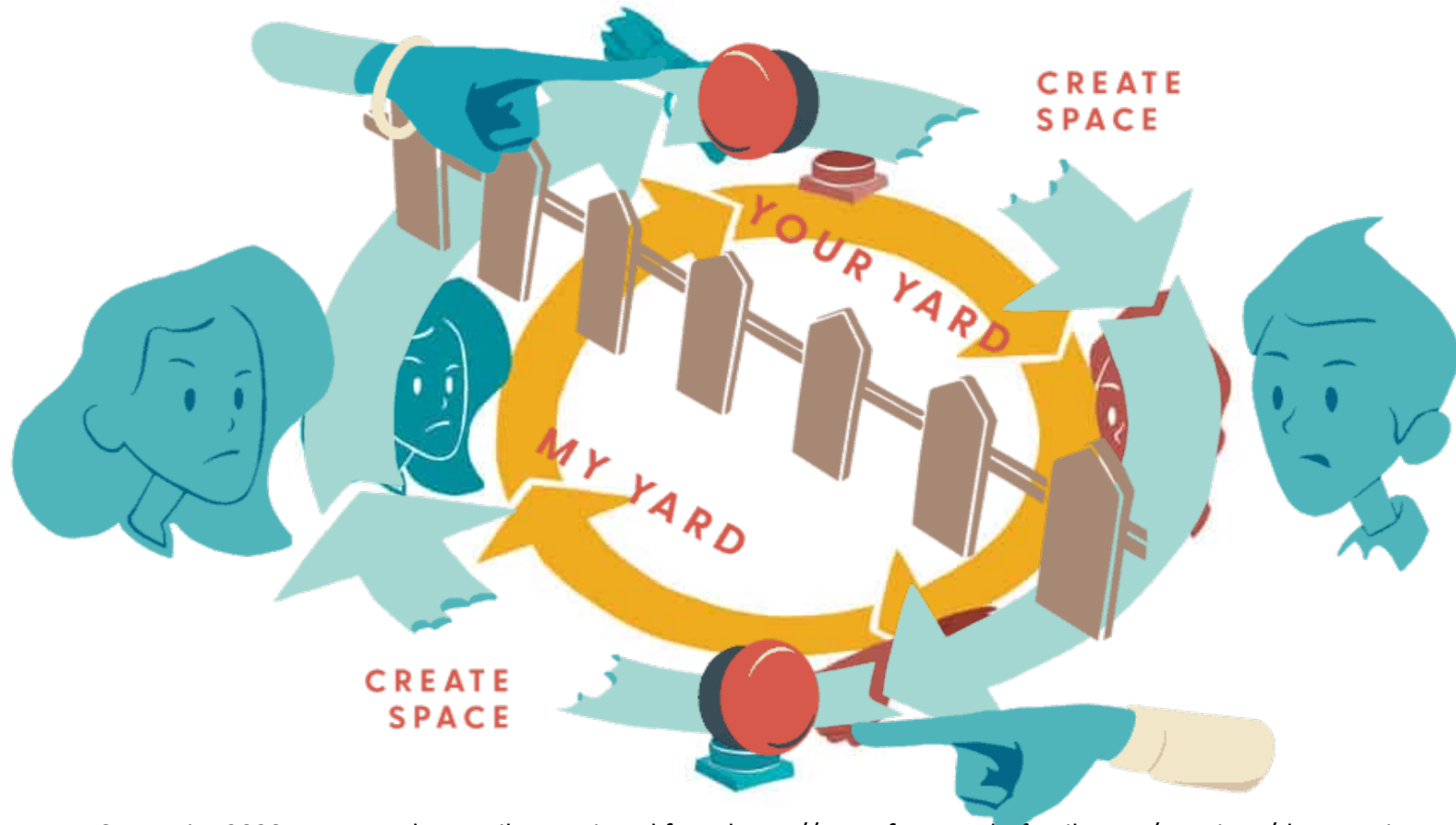


Recognizing when behaviors are escalating Managing Conflict



Mehrabian, A. (1971). Nonverbal betrayal of feeling. *Journal of Experimental Research in Personality*, 5, 64-73.

The Reactive Cycle



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Building Connection

What is the common ground you can start with to build safety?

What do you have within your boundaries to offer connection with the other person?



What gets in the way

Barriers to understanding

- Seeking your value from others
- Blaming others for what belongs to you
- Meddling in their yard
- Pretending perfection



What gets in the way

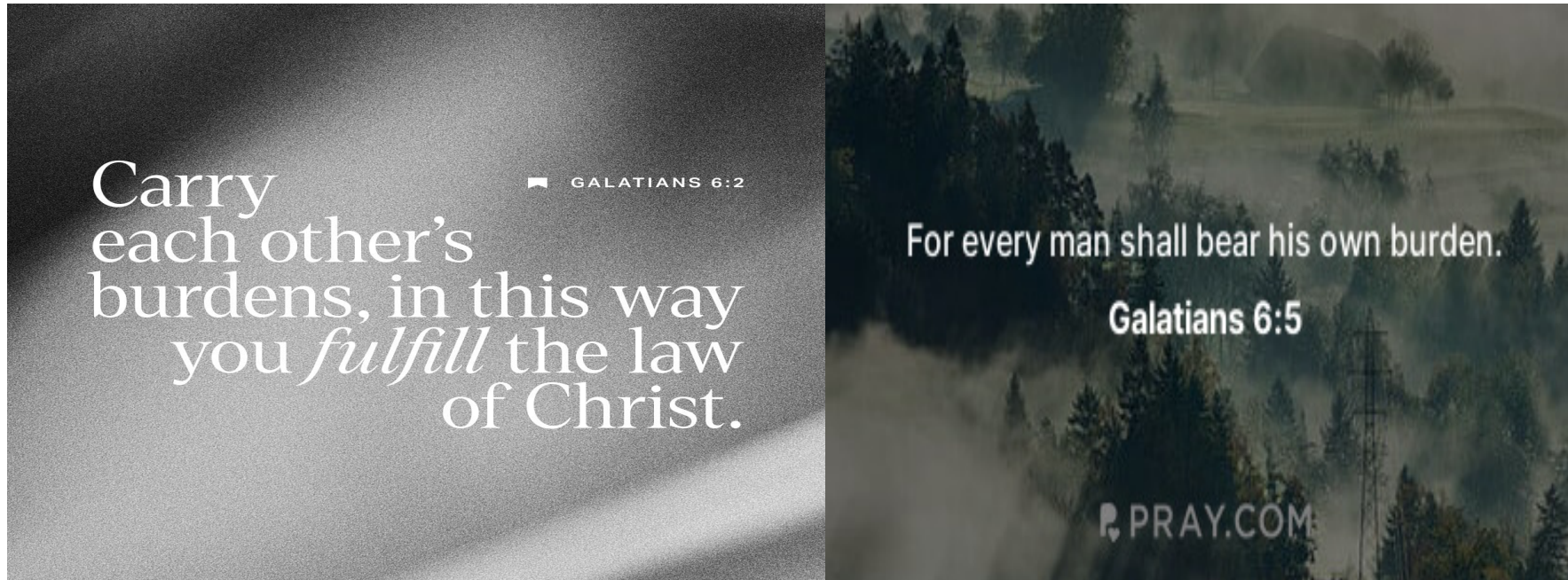
Barriers to understanding

- Neglecting yourself, your history of hurts
- Barbed wire and/or open air hearts
- Being the bull in the China shop



What gets in the way

Barriers to understanding



Action Step:

One conversation I have been avoiding:

One fear I have about it:

One way God might use this for growth:

A date I will have the conversation by:



Q & A



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Resources

- Necessary Endings- Henry Cloud
- Trust- Henry Cloud
- 9 Lies that will destroy your marriage- Smalley/Paul
- Podcast
- Care to Change Podcasts:
<https://caretochange.org/podcasts/>



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Tell Us Your Thoughts on Today's Information



Answer 2 simple questions



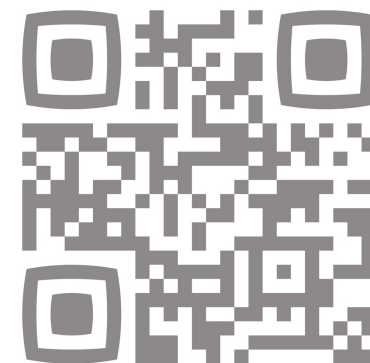
Schedule an
appointment



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Our Team



Contact Us



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