

# Transforming Communication

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## Pause for presence during communication.

### Process

**Internal Level:** Raise awareness. Observe how you and others communicate. Listen to your wisdom about what works well and what contributes to struggle and conflict. Identify and resolve your own emotions the best you can before communicating. **External Level:** Identify and implement communication solutions that work for you. Experiment with new ways to communicate that feel better and have better results.

### Recommended Reading

*Nonviolent Communication, A Language of Life*, by psychologist Marshall Rosenberg, [cnvc.org/matls.htm](http://cnvc.org/matls.htm).

Marshall has been an international conflict resolution mediator for 40 years throughout 35 countries. He founded a worldwide network of trainers use his four-step model for expressing and listening:

- 1) Facts (vs. evaluation or exaggeration)
- 2) Feelings (emotion vs. I feel like you...)
- 3) Needs/desires (clarify core need)
- 4) Request (measurable and provides an opportunity for success...not a demand)
  - a. Let go, detach from the outcome. You can not control the other person.

### Internal Level

*Focus on the following prior to and during communication:*

- Be in alignment with who you really are: sincerity, congruency, integrity, authenticity
- Be aware, accountable and responsible for a) your feelings and actions and b) your contribution to how you are perceived by others...without accepting responsibility for their emotions or reactions
- Flush out feelings until becoming centered before difficult conversations, so you can be congruent.
- Use self inquiry to get to the core of the issue with writing, purging negative feelings until you find a higher perspective
- What is causing your attitude? What's at the core of that? Is this a familiar pattern?
- Question authority ~ Are your beliefs true?
- Is it ego's agenda (fear) or the true self's wisdom?
- Watch intention and action naturally arise from wisdom
- Find compassion and empathy for self and others
- Visualize successful outcomes
- Adopt a philosophy of team and unity vs. separation (me against them)

### External Level

*Increase awareness and improve during communication:*

- Use the four steps of Nonviolent Communication above when expressing and listening
- Ask more questions. Be curious: coach vs. being directive or condemning
- Be present with the person...meet them where they're at
- Connect underneath the mask of personality and defensiveness
- Listen ~ Are they feeling heard?
- Notice facial expressions (yours/theirs): acceptance, interest, empathy vs. judgment
- Speak genuinely with compassion
- Adjust your tone, volume, pace, attitude, and body language based on verbal or non-verbal feedback
- Pause, breathe deeply and slowly, stay relaxed, authentic and in integrity with words and values
- Preventive communication: flush out concerns before things fester and explode
- Be discerning vs. judgmental
- Be firm and powerful, yet grounded and gentle
- Acknowledge and appreciate with specifics, and be grateful to self and others
- Nurture healthy relationships. Enjoy more peaceful, productive, enjoyable conversations.