

# 5 Basic Skills in Communication

P.A.U.S.E.

Practice the pause. Pause before judging. Pause before assuming. Pause before accusing. Pause whenever you're about to react harshly, and you'll avoid doing and saying things you'll later regret. - Lori Deschene

## P is for presence through listening

1. Pretend listening: listening gestures (nodding and murmuring "mm-hm"), your mind is somewhere else
2. Selective listening: semi-listen, searching the other person's words for bullet points on how to respond when it's your turn. Your reaction is more about you, judging, or deciding if you agree.
3. Careful listening: more attention to the other person than yourself, but own conversation in your head at the same time.
4. Deep listening: aware of other, have crossed a bridge into their world

*When you listen generously to people, they can hear the truth in themselves, often for the first time.*

*-Rachel Naomi Remen*

## A is for accepting the "and" instead of "but"

Two things can be true at once

"But" negates whatever precedes it:

"It's great being with you, but..."

"I want to get in shape, but..."

Other words which don't negate:

However, yet, nonetheless

"It's great being with you, however (on the other hand)..."

"I want to get in shape and yet..."

## U is for undefended communication (respond, not react)

Caused by nature/nuture

- Can be a sign of perceived danger, rigidity, superiority, inadequacy
- Creates a reciprocal cycle
- Reduces humor, affection and communication
- Managing
- Practice the pause
- Acknowledge your reaction
- Look for grain of truth
- No counter criticism
- Practice curiosity instead of judgement
- Separate your being from your doing

## S is for speaking with skill and intention

How you begin a conversation determines the outcome

The intensity of your need to talk is not necessarily connected to wisdom of having the talk

Manage yourself first

You need timing, a soft start, non-threatening body language and non-verbals, and a receptive listener

## E is for emotional intelligence

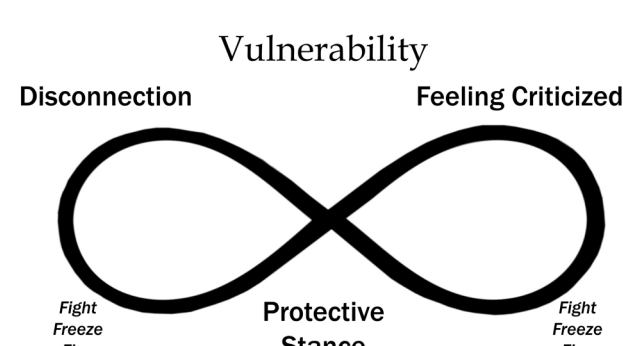
Self-regulation

Awareness and empathy for others

Healthy Inner Dialogue

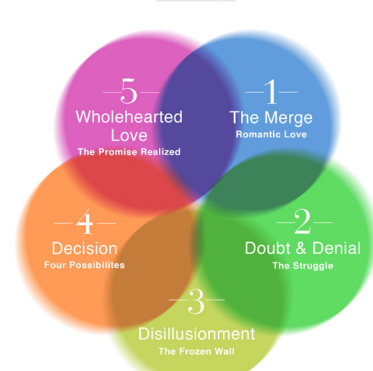
Know and manage triggers

Awareness and self-soothing



LOVE CYCLES: the 5 Essential Stages

"Love's journey is like a spiral, in which we can find ourselves back in earlier stages even after a long relationship."



### 7 steps to Pause

1. Notice
2. Allow without judgment
3. Take 3 deep breaths
4. Tense and relax
5. Get back in your body
6. Quiet mind
7. Notice



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