

Skills for Effective Communication: Finding Peace in Your Family

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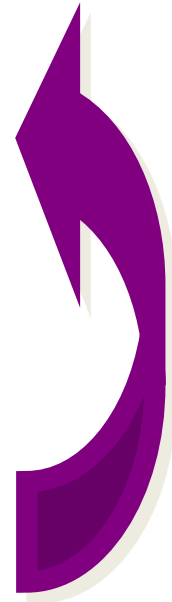
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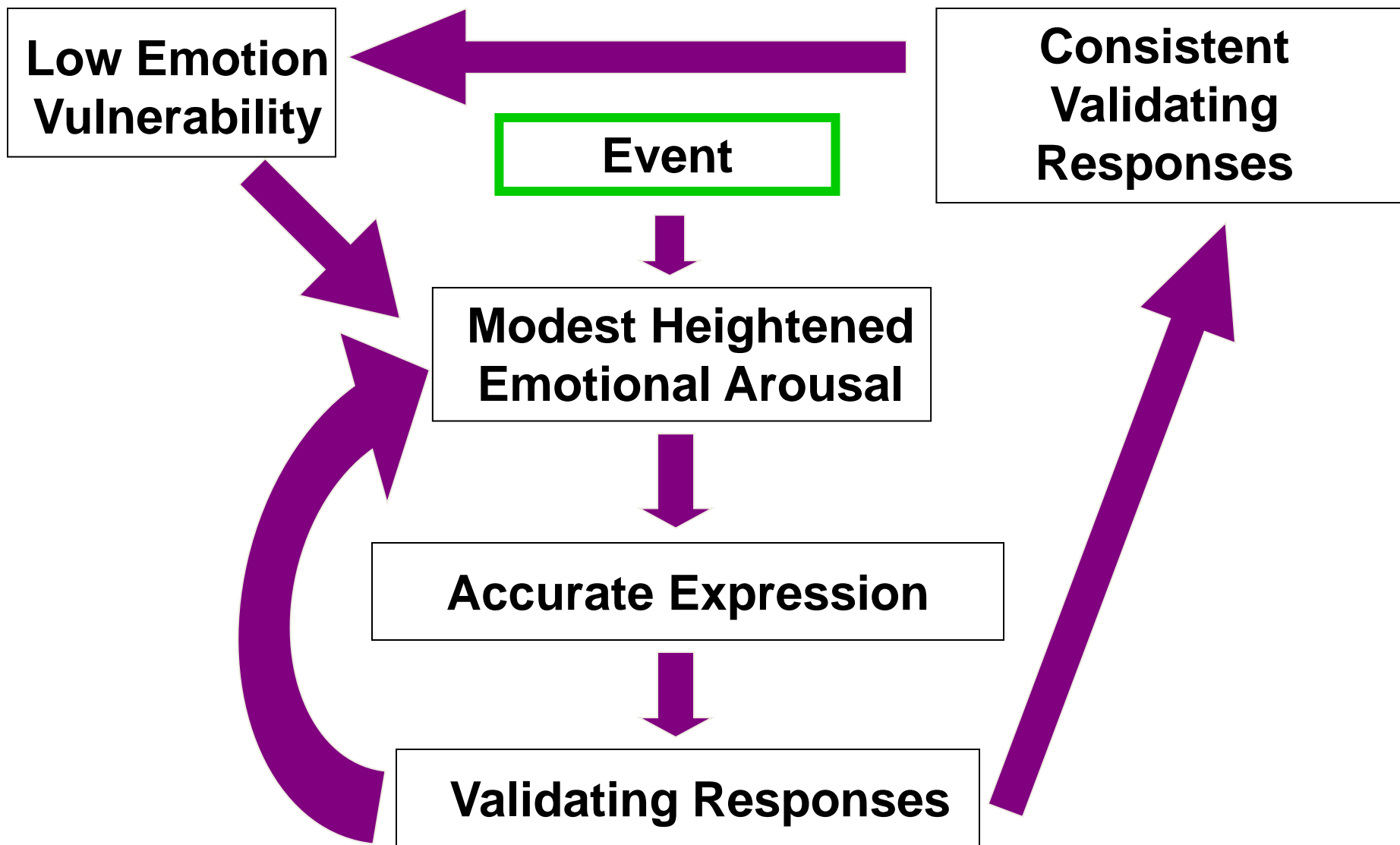
Communication: Two-Step

Low emotional arousal
Accurate expression

Low emotional arousal
Validating responses



Emotion Regulation & Healthy Interactions

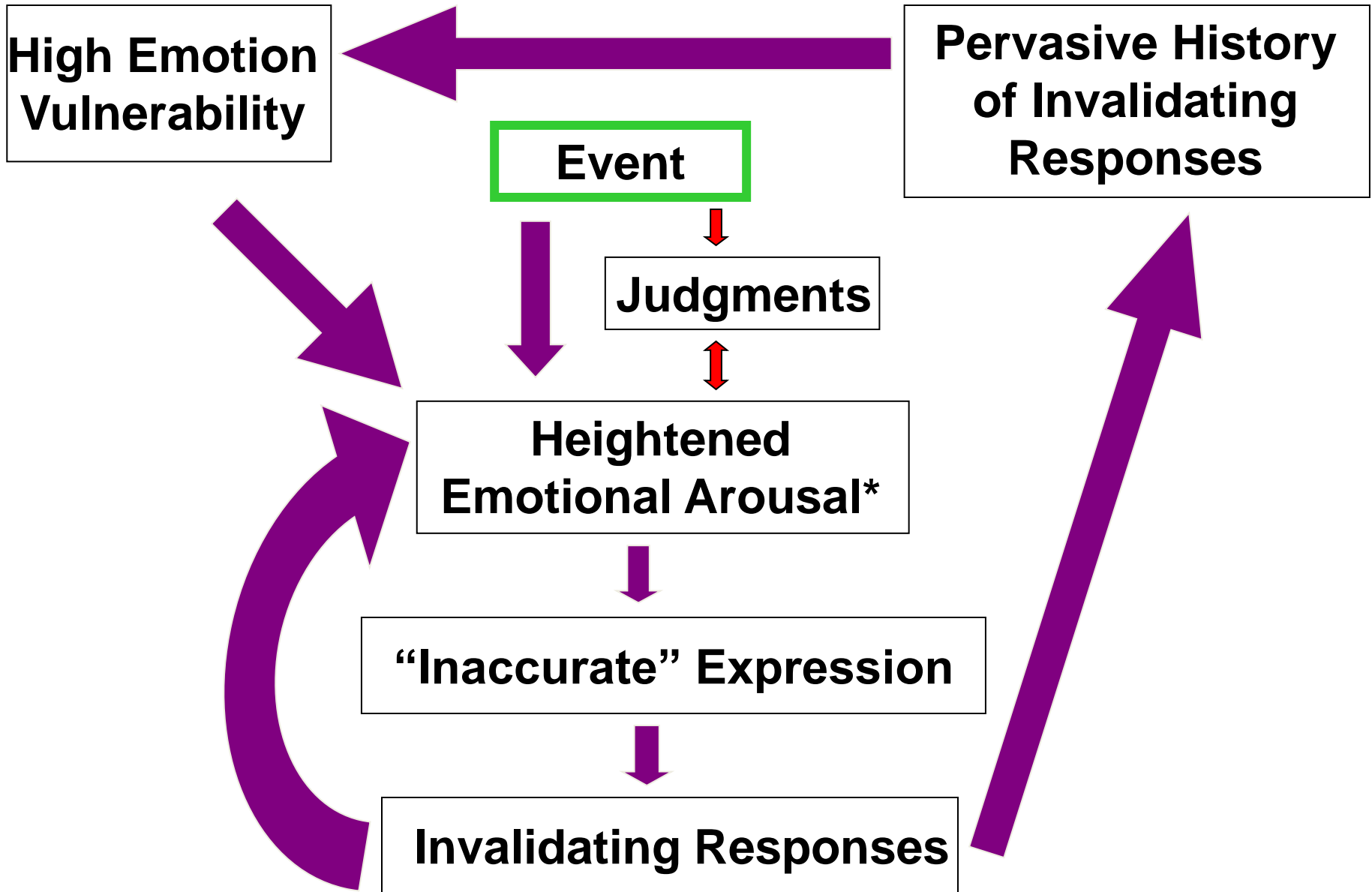


Communication: Mis-Step

Heightened emotional arousal
Inaccurate self-expression

Heightened emotional arousal
Invalidating responses

Problematic Communication



Solutions: Our Turn to Express

1. Manage our own emotions
 - a) Remember our goals, that I love this person
 - b) Let go of shoulds, judgments
 - c) Self-soothe
2. Describe accurately
 - a) No interpretations or judgments
 - b) Self-respect (honesty... with effectiveness)
 - c) Thoughts vs. Feelings vs. Wants
 - d) Keep goals in mind

Solutions: Our Turn to Listen

1. Manage our own emotions

- a) Remember our goals, that I love the person
- b) Let go of shoulds, judgments
- c) Open mind, open ears...acceptance of reality

2. Validate

- a) Try hard to *understand*
- b) Communicate understanding of what is true, valid
- c) Legitimize the other's experience *after* you truly understand it