Communication: Two-Step

Low emotional arousal
Accurate expression

Low emotional arousal
Validating responses
Emotion Regulation & Healthy Interactions

- Low Emotion Vulnerability
- Event
- Modest Heightened Emotional Arousal
- Accurate Expression
- Validating Responses
- Consistent Validating Responses
Communication: Mis-Step

Heightened emotional arousal
Invalidating responses
Inaccurate self-expression

Heightened emotional arousal
High Emotion Vulnerability

Event

Judgments

Heightened Emotional Arousal*

“Inaccurate” Expression

Invalidating Responses

Pervasive History of Invalidating Responses

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(Fruzzetti, Shenk, & Hoffman, 2005)
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