Communication Principles for Improving and Strengthening Your Relationships

The Connection Principle: Communicating Love and Affection in Different Ways

- The way a person expresses acceptance, affection, and appreciation is largely dependent on his or her overall interaction style. The way a person receives or interprets those expressions is influenced by that interaction style as well. The table below outlines elements that people with each of the interaction styles tend to respond to best—both in giving and receiving expressions of acceptance, affection, and appreciation.

<table>
<thead>
<tr>
<th>INTERACTION CONNECTIONS</th>
<th>STYLES</th>
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<tbody>
<tr>
<td></td>
<td>Initiator</td>
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<tr>
<td><strong>Time</strong></td>
<td>Have a plan; Purposeful activities; Don’t waste time</td>
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<td><strong>Gifts</strong></td>
<td>Give what they want when they want it</td>
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<td><strong>Service</strong></td>
<td>Accomplish tasks; Get things done</td>
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<td><strong>Empathy</strong></td>
<td>Listen in order to fix or to solve</td>
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<tr>
<td><strong>Physical</strong></td>
<td>Aggressive/Assertive; Touch is a means to an end</td>
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<td><strong>Verbal</strong></td>
<td>To-the-point; Direct; Brusque</td>
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<td><strong>Sharing</strong></td>
<td>Offer advice, directions and instructions; Tell more than ask</td>
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<tr>
<td><strong>Structure</strong></td>
<td>Plan and task-oriented; Quick decision-makers</td>
</tr>
</tbody>
</table>
The Thinking Principle: Learning to Surface and Challenge Your Thinking

The Process of Perception

Mindsets
- Right
- Control
- Enough
- Good
- Accepted

The Conflict Principle: Overcoming and Solving the Conflict of Our Difference

FACTS:

ASSUMPTIONS:

GOALS:

VALUES:

The Listening Principle: Comprehending All the Messages That Are Being Sent

Defuse “Hot” Emotions Using the EASE Model

Emotion = _________________

Story = ____________________

Aim = ______________________

Ego =
- Capability
- Acceptability
- Respectability
- Likeability
- Security

Clarify Values

Ask for Meaning

Acknowledge Emotion, Action, or Words

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