

COMMUNICATION PART 9

Are you keeping track of these communication techniques for yourself or teaching others? The Sandwich Approach is my favorite—read it again on my website. (September 21, 2022, Communication Part 5). What is your favorite communication skill?

Limit Setting: Sometimes, a person needs to understand the acceptable behavior parameters. By verbalizing what is permitted with a limit, the person can continue behaving appropriately according to the limit. It often works well with children. There is a need for a child to feel secure, and this control placed on their behavior provides them with a sense of security.

When working with adults stating something you do not want them to do even though they requested it, the answer is “No.” However, if you compromise (when appropriate) just a little and do something toward meeting their request, you project a cooperative feeling with realistic expectations.

When you request a behavior, the key to success is to say what you want to happen by limit setting. You need to include in the limit-setting comments what you DO NOT want to happen, which should be congruent with what you know about the person’s past behavior and testing behaviors.

Positive Statements: Everyone likes to be around a positive-type person. A person who is a positive thinker and behaves in positive ways seems to get through life’s trauma just a little easier. It is also catching, and being positive rubs off on other people—and THEY BECOME MORE POSITIVE. After all, where does negativity get anybody in this challenging world?

The key to communication that makes people feel better is to recognize the good in them. We all have negative aspects, but how nice it is to hear the good about each of us!

Such statements that encourage the movement of behavior in a positive direction might be: “I knew you could do it!” or “I know you can do it!” or “That is the best I have ever seen!” or “Keep up the good work!” A million other statements encourage positive behavior, and the goal is to make positive changes in other people’s lives because of your communication.

Nonjudgmental: Everyone seems to have a barometer for expected behavior—verbal or nonverbal. We often act as if we know what is good, right, not so good, or terrible about situations other than our own. Remember that adage about not judging another person until you walk in their shoes? There is a reason for every behavior. As individuals, we try to understand but cannot fully comprehend the actions or intentions of another person’s behavior.

Remember that each person has had a path to walk (so to speak) in their lives, with obstacles leaving their impression on their mind and behavior. It is challenging to understand different actions and their complexity as an outcome of life experiences. Sometimes, this is called Post Traumatic Stress Disorder (PTSD). A person does what has worked for them in the past!

Wisely select your words—always use words of comfort or understanding. Expressions of anger or discouragement close communication lines, and then effective communication ends.

False Reassurance: Too often, the comment is, “Everything will be fine!” How do you know that everything will be “fine”? Whose needs are met when such things are said or inferred? The person who makes that comment is the one reassuring themselves. No, things will not always be “fine” or even OK!

Always take the time to listen to another person's concerns. Hopefully, you will be there for THEM regardless of what happens!

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