



PERMANENTE MEDICINE®
The Permanente Medical Group

LESSON 6

Communication

SANTA ROSA MEDICAL CENTER

 **KAISER PERMANENTE**®

Home Practice Review



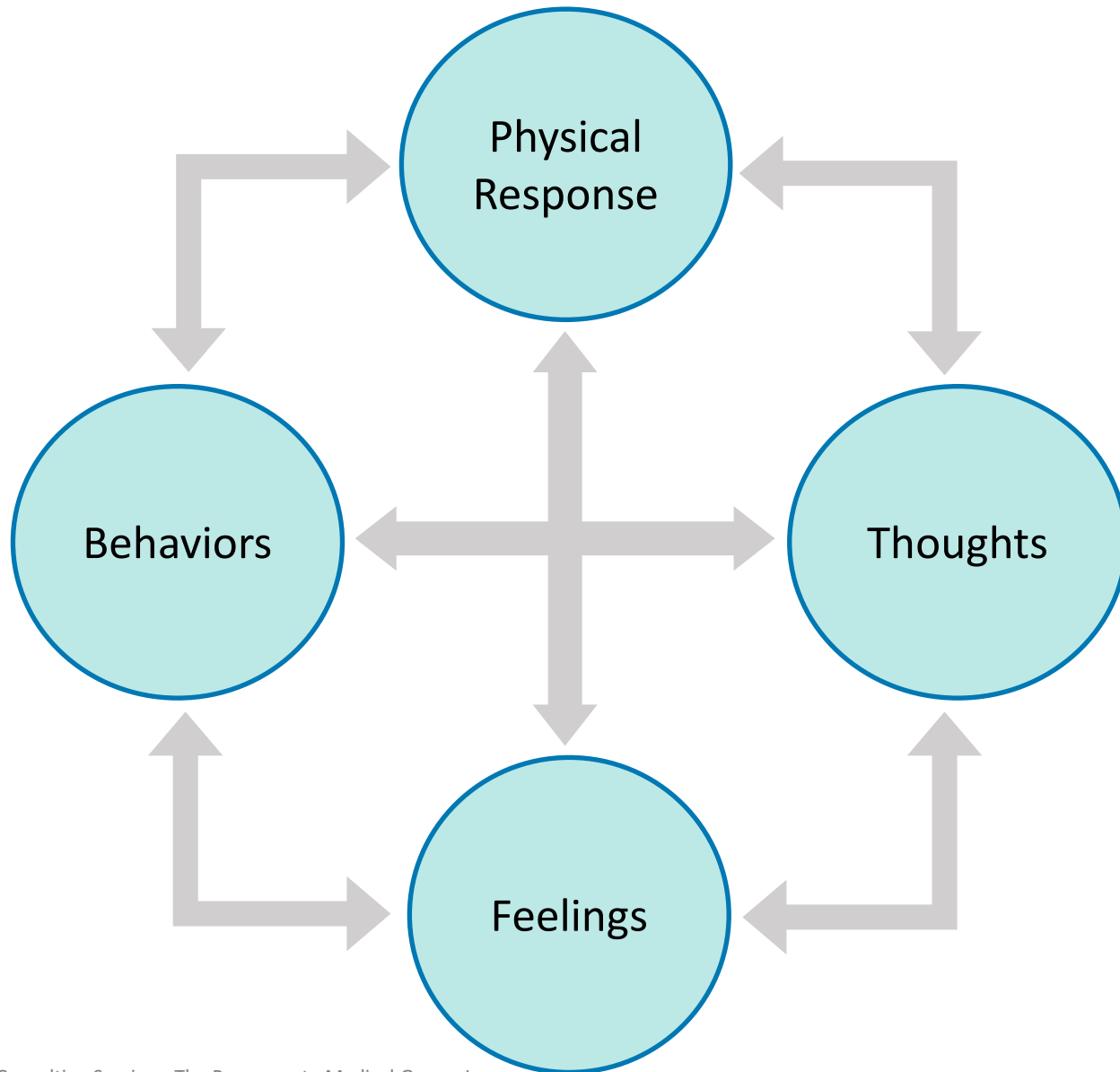
Key concepts from last week:

- Ways to address unhelpful thinking styles
- Guided imagery exercises can help calm the mind

Homework:

- Notice your unhelpful thoughts and use one of the three methods to cope more effectively.
- Review the Challenging Thoughts worksheet
 - ✓ Did you try to do anything differently? If so, how did that work?
- Did you practice the Guided Imagery Exercise “Safe Place”?

Cognitive Behavioral Therapy (CBT) Model



Communication Styles

| | Beliefs | Strategy | Frequent Feelings |
|-----------|---|---|---|
| Passive | <ul style="list-style-type: none">You matter and I don't. | <ul style="list-style-type: none">I must give in if there's any conflict between my needs and yours. | I often feel: <ul style="list-style-type: none">HelplessResentfulUnappreciatedWorthless |
| Assertive | <ul style="list-style-type: none">My needs and opinions matter and so do yours. | <ul style="list-style-type: none">I speak for my needs.We can negotiate something that works for the both of us. | I often feel: <ul style="list-style-type: none">Self-respectConfidentCaringHelpful |

Communication Styles

| | Beliefs | Strategy | Frequent Feelings |
|--------------------|--|--|---|
| Aggressive | <ul style="list-style-type: none">• I matter and you don't. | <ul style="list-style-type: none">• I attack to win at all costs.• I will meet my needs and express my opinions without regard for you. | I often feel: <ul style="list-style-type: none">• Angry• Impatient• Rushed |
| Passive-Aggressive | <ul style="list-style-type: none">• You matter, but so do I. | <ul style="list-style-type: none">• I will give in if there's any conflict but will find a way to get back at you, likely without telling you. | I often feel: <ul style="list-style-type: none">• Angry• Resentful• Confused• Unappreciated |

“I” Statements: Key Points

| | What to do: | What to say: |
|--------|---|---|
| Step 1 | <p>Describe the issue in factual, neutral, unexaggerated language.</p> <p>Use only the present or most recent example.</p> | <p>When...</p> <p>(Describe the situation, “just the facts”)</p> |
| Step 2 | <p>Focus on your feelings rather than blaming, judging, or interpreting the other person.</p> <p>This encourages communication because the other person won’t need to defend themselves.</p> | <p>I feel...</p> <p>(Emotion named in one word)</p> |

“I” Statements: Key Points

| | What to do: | What to say: |
|--------|--|--|
| Step 3 | Say what you think about the situation (your opinion or interpretation) and how that leads to what you feel. OR describe how the situation effects you (the consequence). | Because... (Express your opinion or perspective OR describe the effect/consequence the situation causes for you) |
| Step 4 | Suggest a specific solution stated in a positive way. | I need... I want... I wish... I would like... (State your specific, positive solution) |

MEDITATION PRACTICE

Loving Self-Compassion

This Week's Goal

- Ties in with this **value**: _____.
- This week I will _____ (what) _____ (how much) _____ (with whom) _____ (when) _____ (how often).
- My reward for accomplishing my goal will be: _____.
- How confident am I that I can do this? (1 = not at all confident, 10 = very confident):



| Home Practice

Practice “I” statements with someone or write it down on your worksheet.



Listen to audio on [Loving Self-Compassion.](#)

