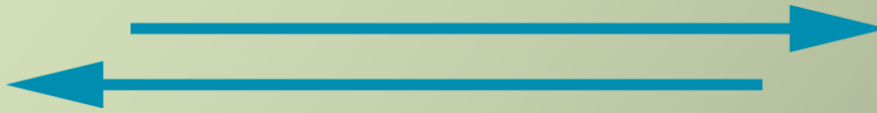
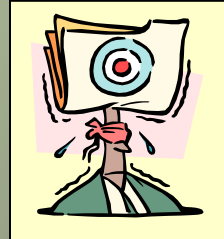


# Development of Relationships Model

## A Practical Guide for Developing Healthy Relationships



Our mission is to be non-judgmental.



**Exploring Positive Communication**

### The Target System

**Indicators Demonstrating Accurate Empathic Understanding**

- Affirmative statements (“yes”, “exactly”, etc...)
- Positive head nods
- Smiles
- Tension release
- Reduction in tension and volume of voice



**Typical and Ineffective Responses**

- Defensiveness
- Problem Fixing
- Apologies
- Reality Orienting
- Interpretation

The role of the listener in this model is to understand the speaker and focus on their concern specifically. The listener will nurture the speaker with reflective statements, adding nothing and deleting nothing. With regard to the content of the information shared, the listener’s goal is to be accurate, precise, and non-judgmental.

**Indicators Demonstrating Inaccurate Responses By Receiver**

- Negative verbal response (“no”, “that’s not what I said”, etc...)
- Negative head nods
- Increase in volume of voice and vocal tension
- Statements such as: “You are not listening.”

**Helpful Hints**

Be accurate and precise with regards to the content of the message.

Focus on responding as opposed to reacting.

**Don’t use active listening for every communication job.**

**Essential**

Goal of the receiver is to initiate positive indicators from the sender.

Approach shifting roles with extreme care and awareness.



“So What’s Conflict Resolution?”

Focus the best you can on present issues. Be watchful of bringing past concerns and future fears into your communication.

Measuring success as the listener simply depends on how accurately we hit the target.