


Dealing with People

Peter Janetzki - Counsellor/Educator
 Dip.T., Grad.Dip.Soc.Sc., M.Soc.Sc. (Counselling), MQCA, CCAA (Clinic)



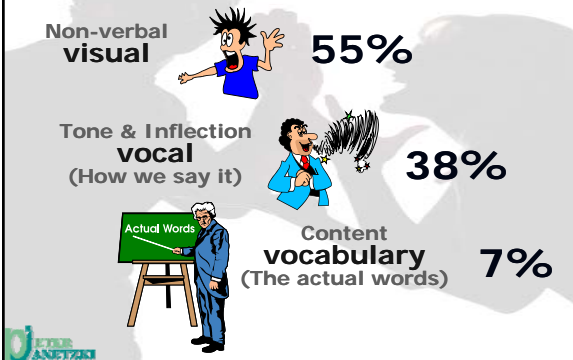

www.peterj.com.au

The Make Up of Communication

Non-verbal visual 55%

Tone & Inflection vocal (How we say it) 38%

Content vocabulary (The actual words) 7%

www.peterj.com.au

Attending Skills - Eye Contact Strategies

Eye Aversion
 Stunned Rabbit
 Appropriate Eye Contact
 Purposeful Eye Contact

Listener 70%



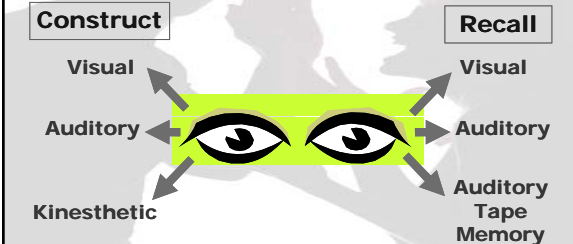


www.peterj.com.au

Attending Skills - Eye Movement

Neuro-Linguistic Programming

Construct Recall

Visual Auditory Kinesthetic Visual Auditory Auditory Tape Memory

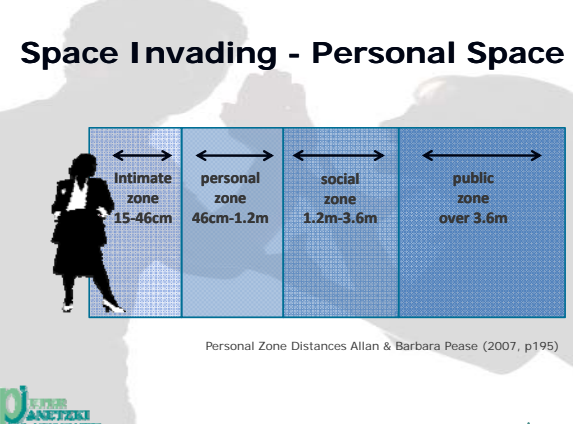




www.peterj.com.au

Space Invading - Personal Space

Intimate zone 15-46cm	personal zone 46cm-1.2m	social zone 1.2m-3.6m	public zone over 3.6m
--------------------------	----------------------------	--------------------------	--------------------------



Personal Zone Distances Allan & Barbara Pease (2007, p195)

www.peterj.com.au

Body Language Strategies

Arms
 Hands
 Body Position
 Legs

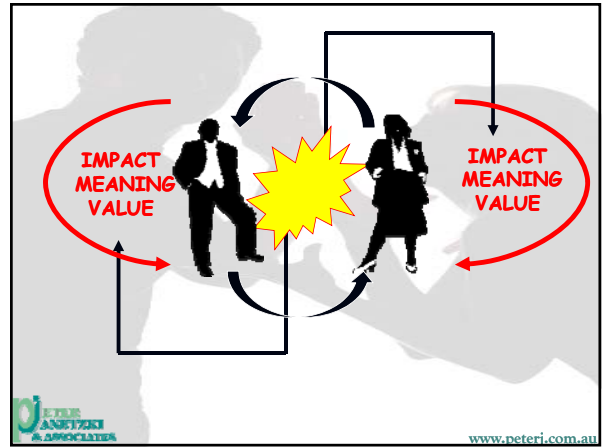
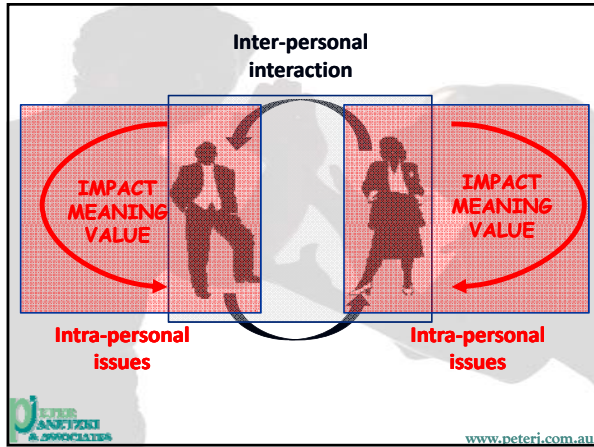
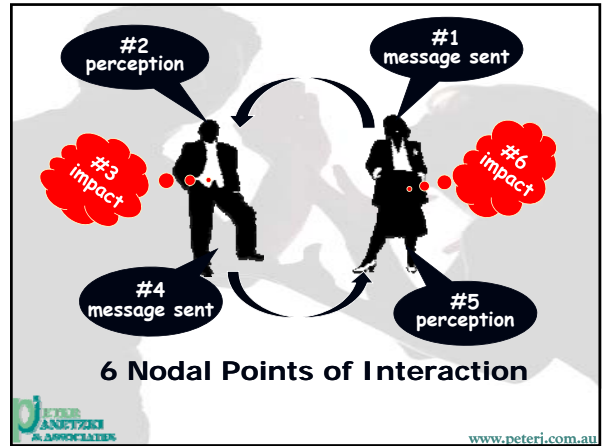
www.peterj.com.au

Listening Strategies


getting my picture to match theirs by paraphrasing



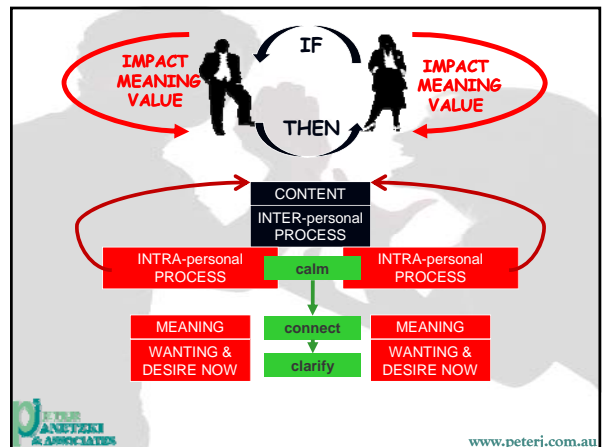
PETER ANETZKI & ASSOCIATES
www.peterj.com.au



Frontal Cortex & the Limbic System



PETER ANETZKI & ASSOCIATES
www.peterj.com.au



I have had a busy morning also you are not the only one who works hard and the last place I want to eat is MacDonald's!

I'm hungry, it has been a busy morning and I missed breakfast. How about we go get some food at MacDonald's?

PETER ANETZKI & ASSOCIATES
www.peterj.com.au

You are hungry because you did not have breakfast and you want to get some food at MacDonald's!

I'm hungry, it has been a busy morning and I missed breakfast. How about we go get some food at MacDonald's?

PETER ANETZKI & ASSOCIATES
www.peterj.com.au

Talking Strategies

Using "I messages"

PETER ANETZKI & ASSOCIATES
www.peterj.com.au

Some Keys to "I" Messages

- ✓ What am I observing?
- ✓ What impact it is having on me?
- ✓ What do I want to happen?
- ✓ What are the consequences of it not happening?
- ✓ Short and sharp is usually better

PETER ANETZKI & ASSOCIATES
www.peterj.com.au

Sending "I" Messages

Owning your own feelings and speaking for yourself will produce more open, honest and accurate communication. Read the Situation Below And The 'You Messages'; Then, Write The Corresponding "I" Messages In The Space Provided.

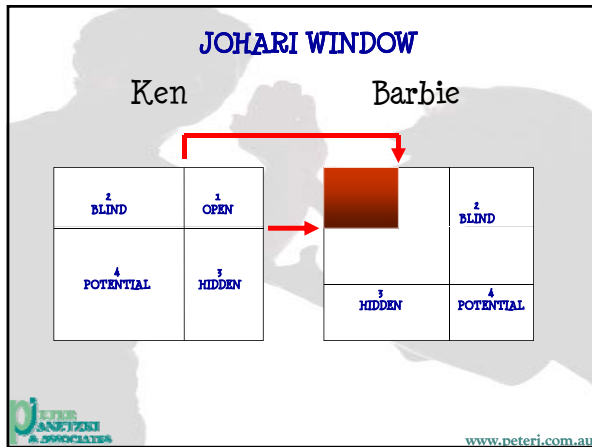
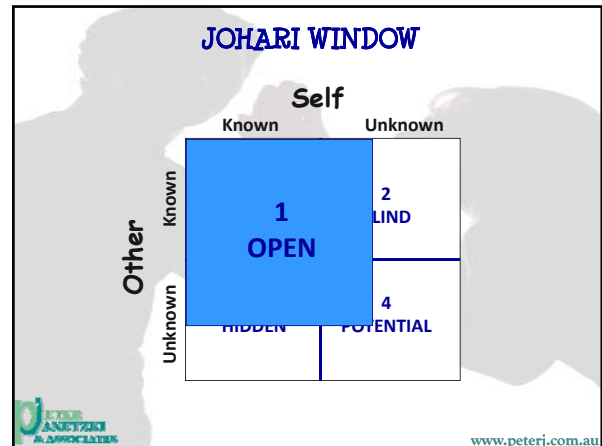
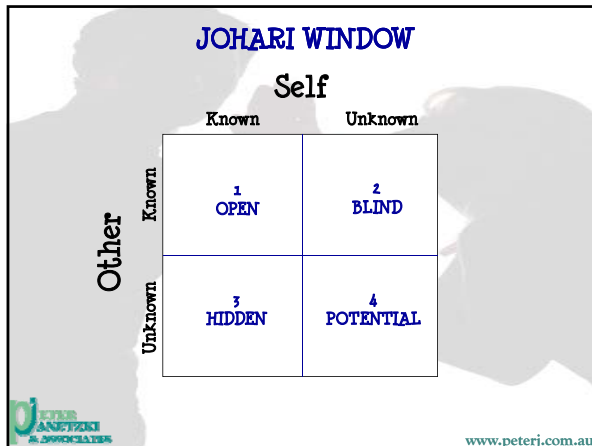
Situation	You message	I message
1. Person embarrassed by the loud talking of a friend in a public place.	"Be quiet. You're making too much noise and people are looking".	I am embarrassed because your loud talking is making people look at us. Please be quieter.
2. A non-smoker is uncomfortable because a person is smoking on the train.	"You really ought to give it up you know - it is a health hazard".	Your cigarette smoke is making it hard for me to breathe. Please put it out or move.

PETER ANETZKI & ASSOCIATES
www.peterj.com.au

Talking Strategies



Feedback & Disclosure

PETER ANETZKI & ASSOCIATES
www.peterj.com.au



Talking Strategies

Using Questions





www.peterj.com.au

Closed Questions

- give you facts
- are easy to answer
- are quick to answer

They keep control of the conversation with the questioner



www.peterj.com.au

Open Questions

- ask the respondent to think and reflect
- give you opinions and feelings

They hand control of the conversation to the respondent



www.peterj.com.au



Power Plays

'Power Plays' are what Gottman sees as 'control'-related emotions.

Often when the tension and difficulties increase in relationship we resort to controlling and hostile emotional tactics

They are about perceived unfairness and power

 www.peterj.com.au

Defensive Responses & Power Plays


- Flight/Emotional Shutdown
 - Fight/Anger
 - Denial
 - Rationalisation
- Manipulation/Distortion
- Caving in (compliance)
 - Over-confidence (I have everything under control)
 - Freezing

 www.peterj.com.au

Power plays are us either

Separating or *Fusing*
emotionally or physically *emotionally or physically*

Separation	Fusion
Distancer	Pursuer
Procrastinator	Reminder
Child	Parent
I don't want to discuss it	Talk to me now
Debit	Credit

 www.peterj.com.au


Dealing with Defensive Responses & Power Plays

Step 1 - Stop Projecting

Step 2 - Don't be Responsible for the Other Persons Projection

Step 3 - Hold and Maintain Yourself

Step 4 - Be a Responsible and Mature Person

 www.peterj.com.au

Above All Remember


Don't React

Don't Personalise

Self-Soothe – Calm Yourself

Relax – Breathe

Refocus

 www.peterj.com.au

www.peterj.com.au

admin@peterj.com.au