

The Power of Words



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Montana
Public Health
Training Center

WHAT YOU'LL LEARN TODAY

Practicing Effective Communication

- Mindfulness Skill
- Non Verbal Communication
- Emotional intelligence
- Power of words
- Communication Skills



Mindfulness Tool

Alignment with Self

- Clearing Brain Break
- Reset nervous system
- Brain ready to absorb information
- Self regulation skill





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Growth Mindset vs Fixed Mindset

Those who adopt a growth mindset are more likely to:

- Embrace lifelong learning
- Believe intelligence can be improved
- Put in more effort to learn
- Believe effort leads to mastery
- Believe failures are just temporary setbacks
- View feedback as a source of information
- Willingly embraces challenges
- View others' success as a source of inspiration
- View feedback as an opportunity to learn

GROWTH MINDSET



FIXED MINDSET



People with a fixed mindset believe individual traits cannot change, no matter how much effort you put in, and are more likely to:

- Believe intelligence and talent are static
- Avoid challenges to avoid failure
- Ignore feedback from others
- Feel threatened by the success of others
- Hide flaws so as not to be judged by others
- Believe putting in effort is worthless
- View feedback as personal criticism
- Give up easily



THE MANY WAYS WE COMMUNICATE

Emotional Intelligence



The Power of Words

But vs And

Always and Never

"Shoulding"
yourself and others

Close ended
vs

Open Ended Question

WHY?

You Statements
Vs

"I Statements"



“BUT” vs “AND”

Whether you’re addressing conflict with friends, partners, or children, leveraging productive language can open the door for everybody involved.

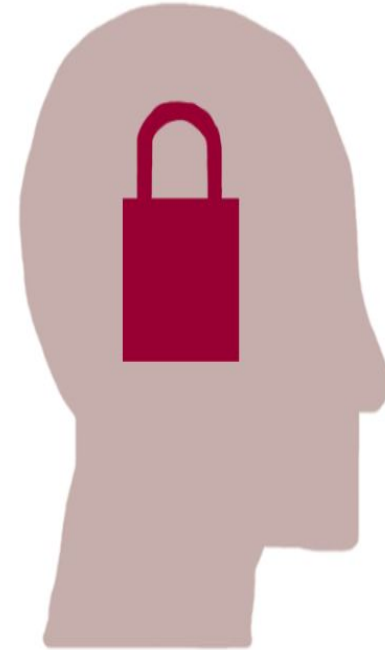
- Using the word ‘And,’ you channel a more collaborative feeling with your communication.
- Can help both people because it improves the chances you’ll agree.
- Swapping ‘But’ for ‘And’ improves your statement’s delivery and feedback reception.



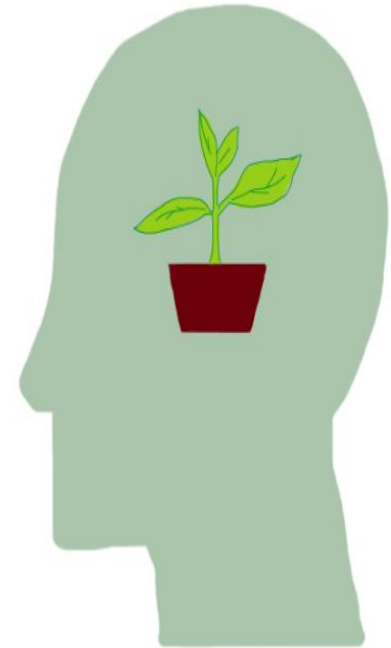
Examples of 'And' vs 'But'

What do you notice?

1. "I made a mistake, **and** I can learn from this to improve," versus "I made a mistake, **but** I **always** mess things up."
2. "I didn't get the job I wanted, **and** I'll keep trying for other opportunities," versus "I didn't get the job I wanted, **but** maybe I'm not good enough."
3. "I'm feeling overwhelmed right now, **and** I can take steps to manage my stress," versus "I'm feeling overwhelmed right now, **but** I **shouldn't** feel this way."
4. "I'm not where I want to be yet, **and** I'm making progress every day," versus "I'm not where I want to be yet, **but** maybe it's too late for me."
5. "I am struggling with this task, **and** I can ask for help or find resources," versus "I am struggling with this task, **but** I **should** be able to do it on my own."



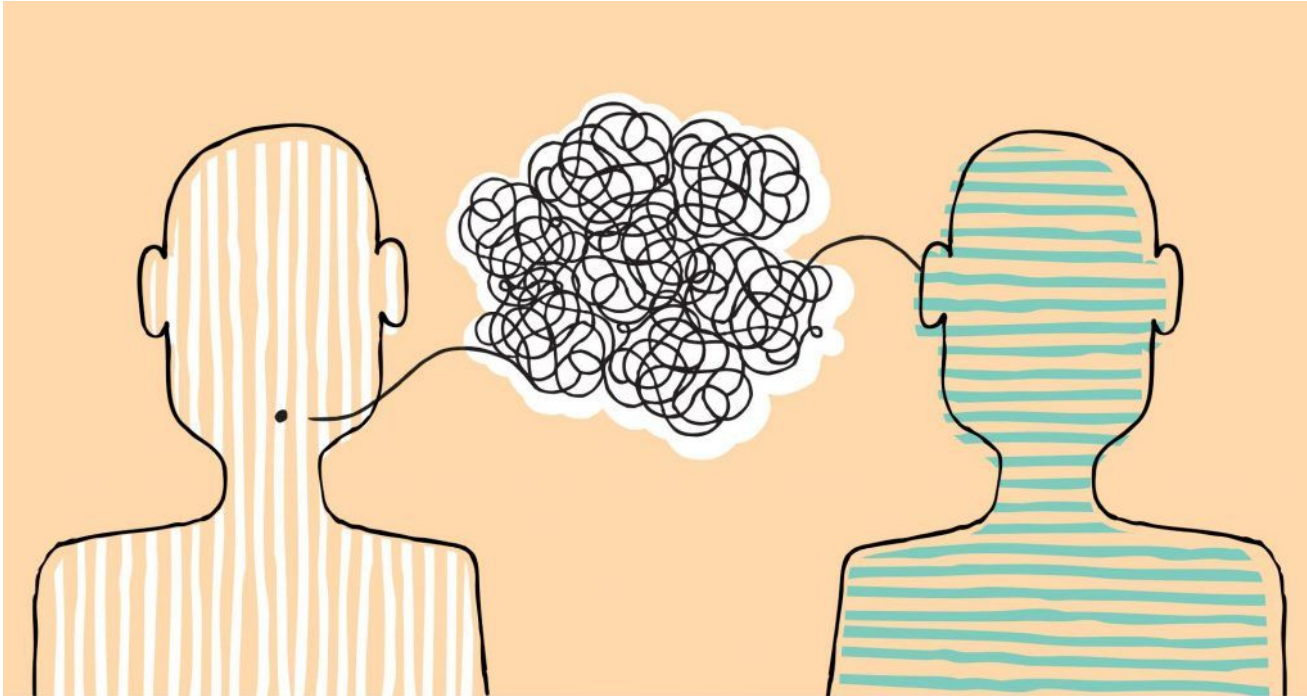
Fixed



Growth

Always & Never

Why?



- You Statements -
“You always” or “You never”
- Black and white thinking
- Yes or no thinking
- Ends Collaboration
- Builds defensiveness

“YOU Statements” vs “I-Statements”



BENEFITS - Ownership of feelings

- Taking responsibilities for your own feelings and actions, and clearly communicating your needs is so much healthier than blaming other people like (“you make me mad”)

or avoid doing the passive aggressive communication thinking - (“ if you really knew me, you would know this is important to me right now.”)

- Leveling up communication and taking ownership of your own feelings completely shifts away from the blame game

When we take ownership of our feelings then we can’t blame others for them. So learning your preferences helps you come into ownership and empowerment of yourself.

Examples of.....

‘But’ vs. ‘And’

‘You-Statements’ vs ‘I-Statements’

‘Always and Never Statements’



- “You worked hard on your science project, **and** I’m proud of your dedication,”

versus

“You worked hard on your science project, **but** you **should** have started it sooner.”

- “I made a mistake, **and** I can learn from this to improve,”

versus

“I made a mistake, **but** I **always** mess things up.”



Should

or “shoulding others...”



Should statements - *characterized by imposing fixed ‘rules’ on how others, self or the world should operate.*

Should-statements are a common cognitive distortion or ‘unhelpful thinking style’ and terms such as “should”, “must”, and “ought to” often appear in this style of thinking

- **Self-directed ‘shoulds’**: self-imposed standards which, lead to anxiety, guilt, and shame.
- **Other-directed ‘shoulds’**: expectations of others which, lead to anger and conflict.
- **World-directed ‘shoulds’**: expectations around how the world should work, which can lead to frustration and entitlement.
- **Hidden ‘shoulds’**: implicit standards revealed in our reactions, which leads to anxiety, guilt and shame.

(e.g., getting frustrated with oneself after making a mistake).

Examples of Should-Focused Thinking



- “Must” statements (“You must get it right”).
- “Should” statements (“You shouldn’t feel this way”).
- “Ought to” statements (“They ought to be kinder toward me”).
- “Have to” statements (“The world has to be fair”).

People who habitually utilize “should” statements may have ‘blind spots’ when it comes to:

- Tolerating imperfection or unfairness.
- Striving and being excessively demanding (toward themselves or others).
- Self-acceptance and self-compassion.
- Thinking flexibly or in ‘shades of grey’.

Open Ended Questions



Open Ended Questions

Active listening strategy

“What would be helpful right now?” - Present moment

“How can I be here for you?” - Future moment

- Paraphrase a response to speaker.
- Hold back the urge to give advice
- Allow the speaker to be the problem solver, not you.
(Internal compass instead of external compass)



Active Listening Strategies

1. Take a breath.
2. Acknowledge what's happening – “I can see you're upset.”
3. Focus on emotions
 - NOTE: When we're emotional, we CANNOT think logically.
4. Invite more information – “Is there more you want to share?”
5. Ask: “What would be helpful right now?”



What do you notice?

Poll - What's your best listening skill?

1. Breath or co-regulate
2. Acknowledge
3. Emotions
4. Invite more
5. Asking
6. Validating
7. Paraphrasing
8. Non verbal cues



**Effective
Listening
Skills**

Communication and Emotional intelligence COMPETENCIES



PERSONAL COMPETENCE (SELF)

- **Self-awareness** – the foundational skill
 - Emotional awareness, self-assessment, and self-confidence
- **Self-regulation**
 - Self-control, trustworthiness, conscientiousness, adaptability, innovation
- **Motivation**
 - Achievement drive, commitment, initiative, optimism

Communication and Emotional Intelligence COMPETENCIES

SOCIAL COMPETENCE (Other)



Social skills

- Influence, communication, conflict management, leadership, change catalyst, building bonds, collaboration and cooperation, team capabilities

Social awareness

- Understanding, developing others, service orientation, leveraging diversity, political awareness,

Empathy and compassion

Review

- Mindfulness Skill -
- The many ways we communicate – building awareness
- Non verbal and Emotional intelligence
- Power of words
- Active listening strategies





TAKE-AWAYS & REFLECTIONS





Thank you for attending!

Please take a moment to fill out our evaluation.

The link is posted in the chat window.



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