

## Diet vs Disease Module 7 Mindset Is The Key

### Effective Communication transcript

0:01 Hey, thanks for joining me today as we talk about effective communication. I'm Julie Gold. I'm one of the mindset coaches here at Diet versus Disease, and I'm excited that you've decided to join me today as we look at better ways to get our needs met.

0:15 So, effective communication is defined as the process of exchanging ideas, thoughts, opinions, knowledge, and data so that the message is received and understood with clarity and purpose.

0:27 When we communicate effectively, both the sender and the receiver feel satisfied. So, what gets in the way of effective communication?

0:36 There are a lot of things that get in the way, and I've come up with a short list here.

0:42 We're aggressive passive or passive aggressive. In our approach. We try to communicate when we're highly emotional, we make assumptions about how the information will be received or how will be perceived.

0:53 We delay communication until there's a crisis or we just hit our limit. We don't believe we're worthy of expressing ourselves, we're worried we will upset people, it won't be a burden, or we will embarrass ourselves.

1:08 We're worried about the other person's response. Maybe they'll say, no, we've had a negative experience in the past, and we're worried that it'll happen again.

1:18 So, what are the consequences of poor communication? Poor communication negatively impacts our relationships. It leads to arguments, disagreements, hurt feelings.

1:29 Poor communication causes us a great deal of stress, anxiety, frustration, anger. It also means that we are less likely to get our needs met.

1:44 Poor communication means that the things that are really important to us won't get shared, and it also means that we will miss out on important things in life.

1:57 So what are the components of effective communication? The late Marshall Rosenberg created a methodology called non-violent communication, also abbreviated as N V C, that guides us to reframe and express ourselves how we hear others and resolve conflicts by focusing our consciousness on what we are observing, feeling, needing, and requesting.

2:20 And this is a very different approach to how most of us communicate, and it can feel a little clunky at the beginning but it is extremely effective.

2:32 So the first component of N B C is observation. And this is where we take a moment to observe the facts of the situation, and we remove the judgments out of the situation.

2:52 So the phrase in this for this component usually starts with, when I see here, Notice X, Y, Z. Then we move on to the second component, which is feelings.

3:08 So when we notice things around us, we're going to have feelings about what's happening. We're going to have physical sensations in that particular moment.

3:19 And so being able to separate our thoughts and our feelings is a really important part of nonviolent communication. And examples of the feelings we have when our needs are getting met, being affectionate, confident, joyful, hopeful, exuberant, grateful, inspired, all of these super positive things happen when we feel like our needs are getting met.

3:45 When our needs are not getting met, we have different emotions, we might feel annoyed or angry, scared embarrassed, tense, anxious, detached, uneasy.

3:59 And so the phrase for this component of non-violent communication is, I feel done, done, done. The third component is needs.

4:11 And, and we are talking about universal human needs here. And all humans have needs and values that sustained and enrich our lives when those needs are met.

4:22 We experience comfortable feelings like happiness or peacefulness when they're not met, we experience uncomfortable feelings like frustration, understanding that we as well as everyone around us have needs is perhaps the most important part of learning to practice N B C and to live empathetically.

4:45 So universal needs are like the, the macro concept of, of the need. So, things like autonomy, empathy, authenticity, safety, respect.

5:00 And so when we're thinking about articulating our needs, we want to think in these large kind of universal human terms. So some people might see, say, I I need X job.

5:12 Well, the need that is being represented in that statement is maybe a need for financial security or a need to feel like you're contributing to humanity.

5:26 And so we want to really dig into what our human need is and, and or value and, and how it is represented in, in this situation.

5:39 And so the phrase for this component is because I need or value X, y, and Z. The fourth component is, is a big one.

5:52 And, and one that is a big shift for most of us. And, and the idea is that we make requests rather than demands.

6:00 So we want to be clear and make present requests that have concrete actions and can be carried out in the present moment.

6:11 And we want to do this in a cooperative and creative way so that everyone's needs are met. And so instead of saying, I need you to do X, Y, and Z, the phrasing for this component is, would you be willing to?

6:29 And so this might sound very complicated and, and clunky as I said at the beginning. But there's actually a really easy formula.

6:37 So the NBC formula goes like this. When I see here, notice that whatever the observation is, I feel whatever the emotion is because my need for this human need is being met or is not being met.

6:59 And then the request comes in as, would you be willing to do X, Y, and Z? So, I tried to come up with a couple examples that might resonate with all of you.

7:09 So here's the first example. When I see that you roll your eyes, when I request a food accommodation, I feel sad because my need for support is not met.

7:21 Would you be willing to be more supportive of my dietary restrictions? It's a much different approach than we might take with a friend or a partner when they've rolled their eyes in a restaurant.

7:35 And so this approach makes it clear what your needs are, what, what your requests are, and it sets the other person up to be far more receptive than probably our normal approach.

7:51 Another example might be, when I hear you making plans for us to drive straight through to Atlanta, I feel anxious because my need for bodily autonomy is not met.

8:05 Would you be willing to make at least two stops along the way? Again, if, if we're with our partner and we're thinking about a road trip and you know, their gung-ho to just drive straight through, but we know we're going to need to stop, our normal approach is, is probably a little bit different than this one.

8:23 And, and again, it's, it is about owning your needs and your feelings and then expressing those to the other person with, with the openness to negotiate to see where they are, are able to meet us or not.

8:45 And so, you know, the other person is completely free to say, no, I'm not willing to stop two times along the way, and then you likely have a different conversation.

8:55 So this is a really quick overview of N B C. We have additional resources below this video. So, it's your turn to take some action.

9:07 So how can you use the components of non-violent communication to improve your communication style? Marshall Rosenberg, who's a gentleman who created this model has many impressive quotes of, and I really like this one.

9:22 We are dangerous when we're not conscious of our responsibility for how we behave, think and feel. We also have a worksheet below this video and I hope you're able to download it and use it to improve your communication styles.

9:39 And I look forward to seeing you in the Facebook group. Thanks so much. Bye.