



**Enhancing
Communication
Skills
Through
Reflection & Attunement**

Lisa Mennet, PhD



“

How you are is as
important as what you do.

- Jeree Pawl

”



“

Do unto others as you would
have others do unto others.

- Jeree Pawl

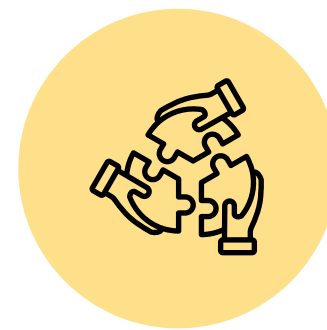
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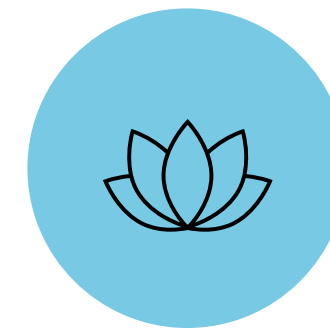
Reflection and Attunement



What do we mean by
the “reflective
stance”



Using the FAN to
boost attunement
skills



Integrating body and
mind in support of
improved
communication

The Reflective Stance



A Mindful Moment



The Reflective Stance



Honoring both the explicit and implicit aspects of communication and relationships

Between Past & Present

*Or the Past **in** the Present*



Families bring
their histories
with them

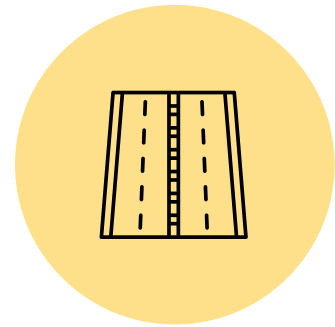


Vulnerability stirs up
the past



Ghosts and
angels

Between Past & Present



Knowing Our Role

Staying in our lane
but with curiosity
and compassion



Emotional Data

Feelings are
information--about us
and about them

Between Us and Them

Our own history, training, role and positionality affect the way the relationship progresses

- ▶ Assumptions
- ▶ Judgements
- ▶ Preferences
- ▶ Fears and insecurities

The power (and limits) of identification



Between **Knowing and Wondering**



Knowing about previous experiences

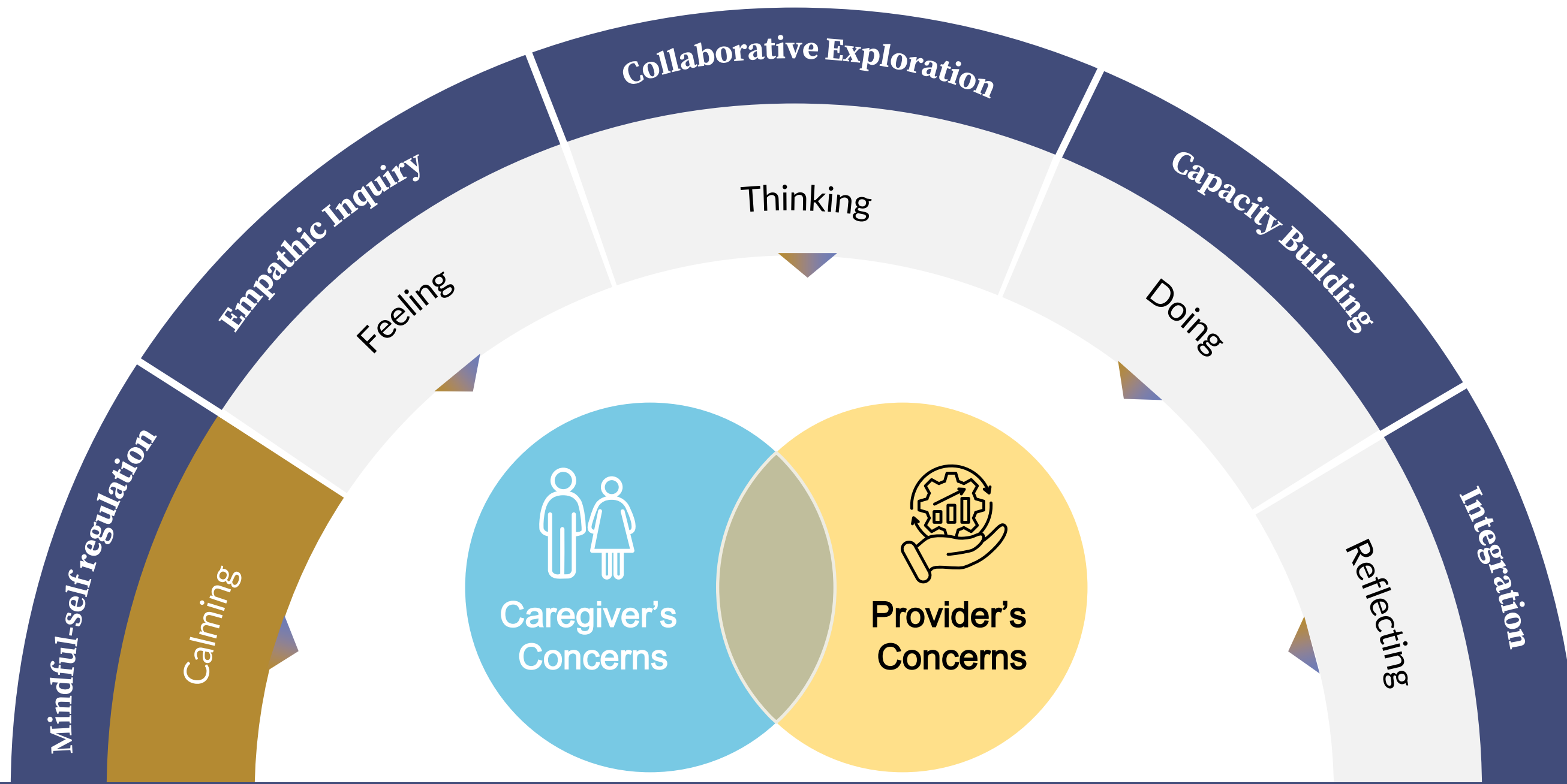
- What's typical, expected
- Shared frame of reference



Wondering about experiences

- Leaving room for difference and possibilities

The FAN



Erikson Institute

Linda Gilkerson



Mismatch and Repair



What percentage of the time do you think conversational partners are in tune or synchronized?

A

10

B

30

C

50

D

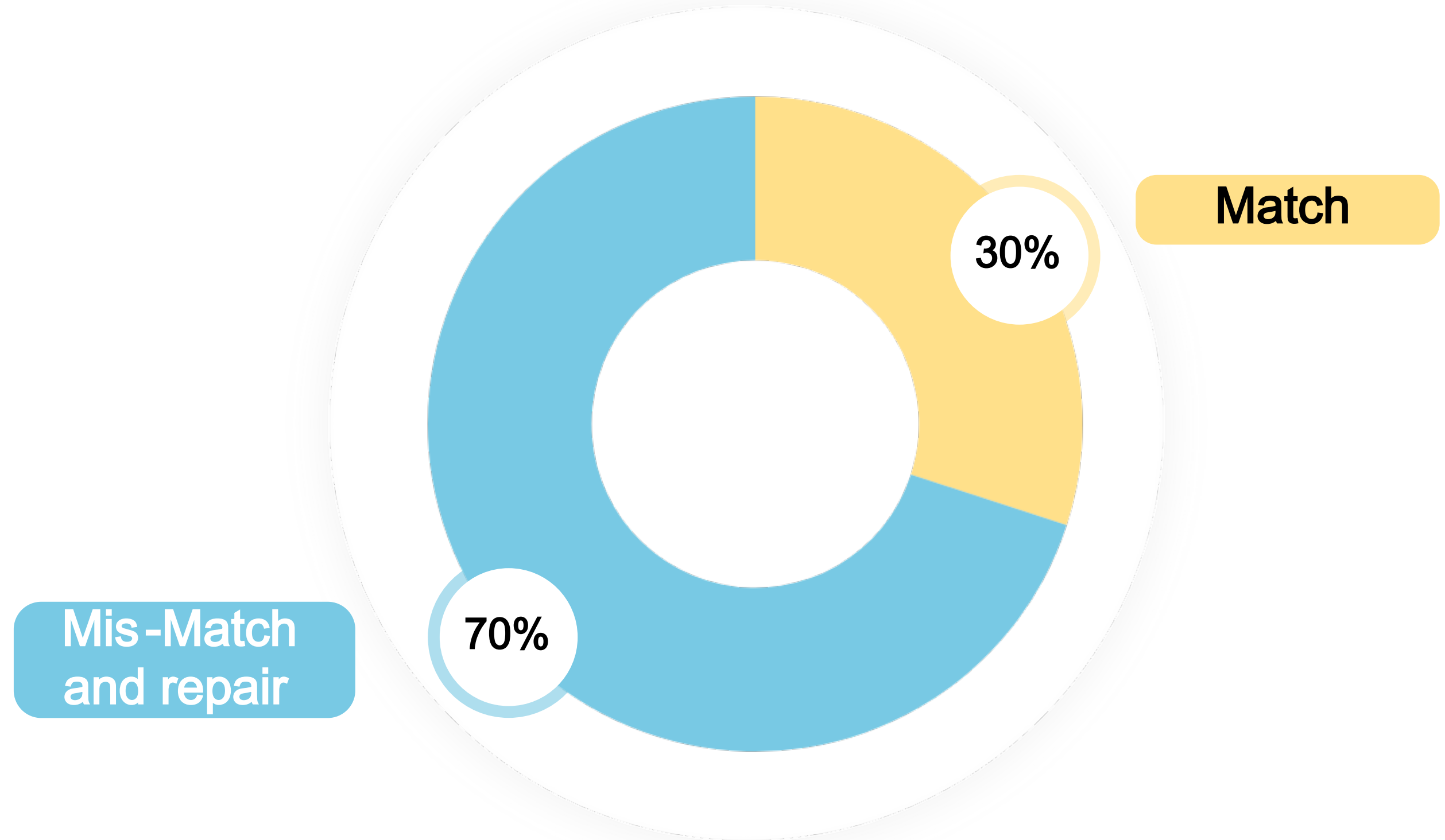
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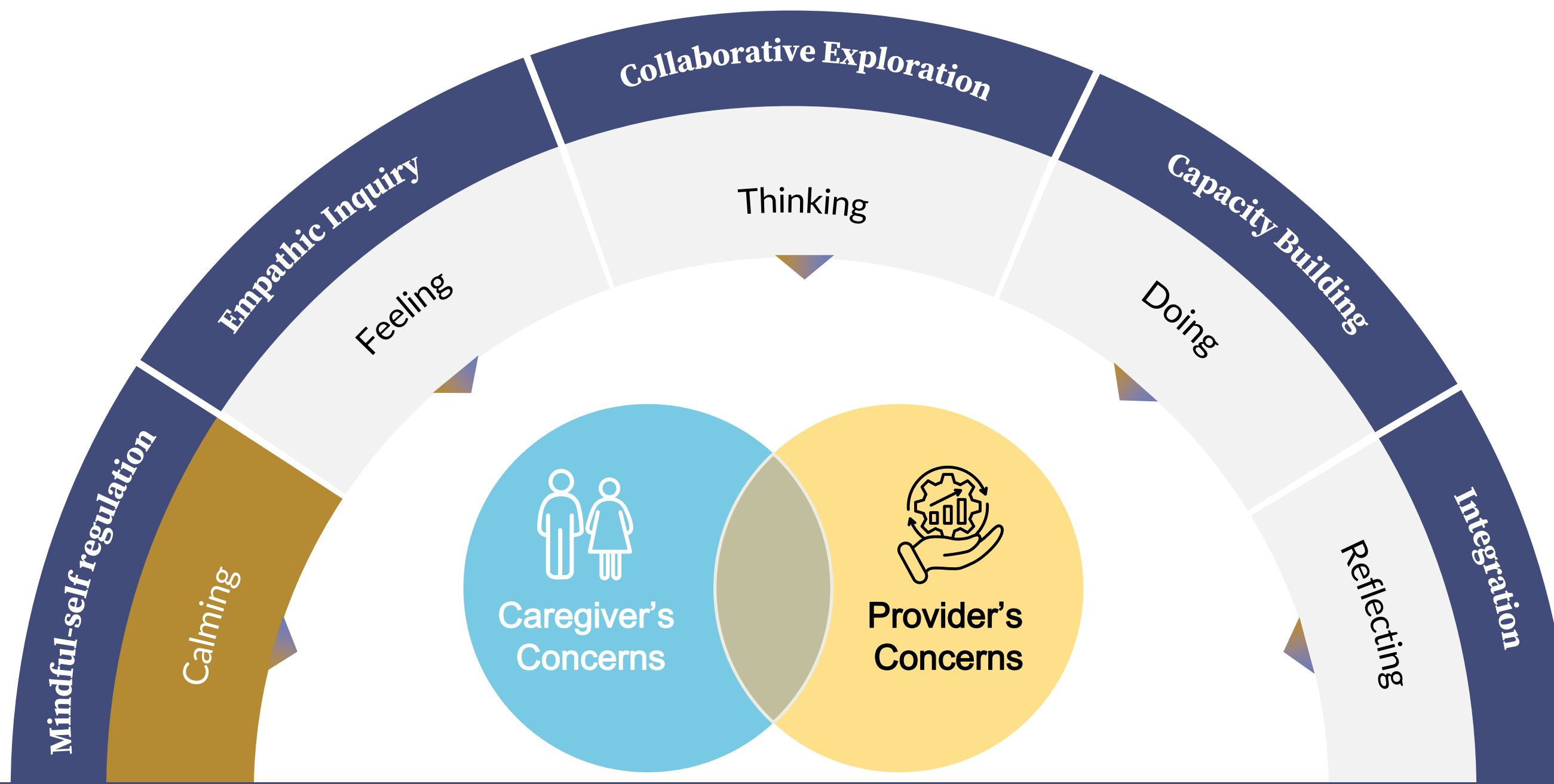
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Match, Mismatch and Repair

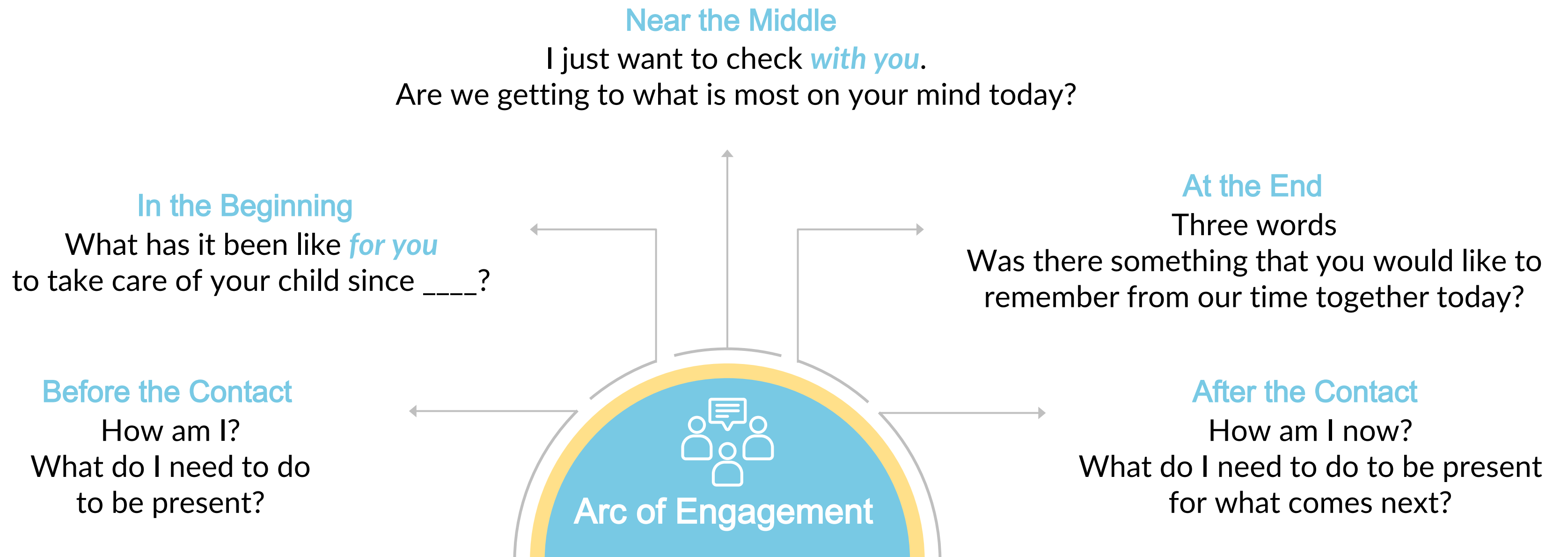
What percentage of the time do you think conversational partners are in-tune or synchronized?



Overview of **The FAN**



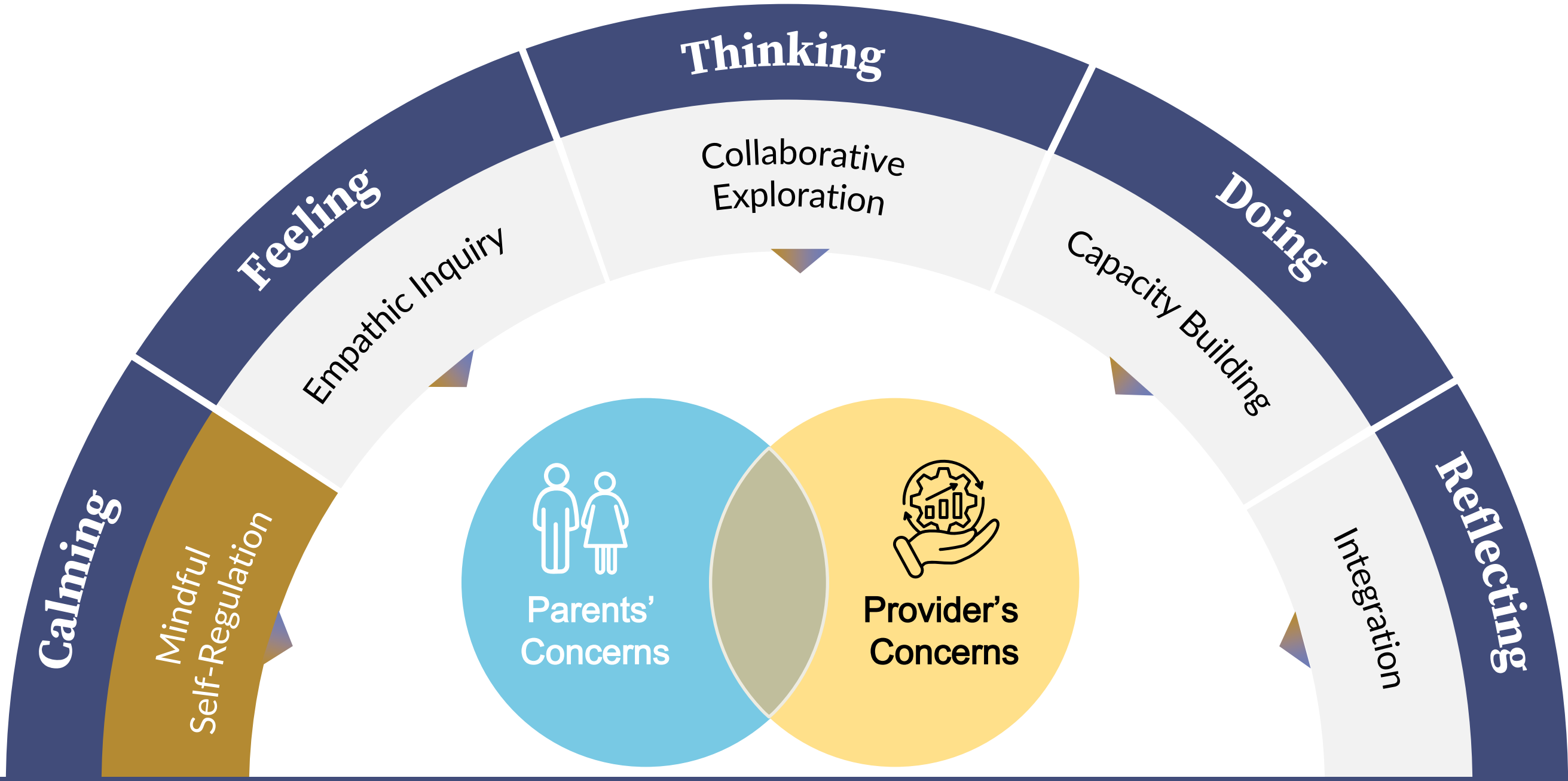
Arc of Engagement



Arc of Engagement



Mindful Self -Regulation



Mindfulness isn't a replacement
for action—it helps us
choose the best action.

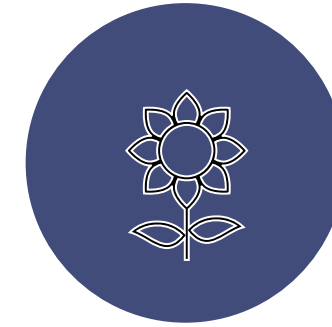
Mindful Self -Regulation



Breathing



Grounding

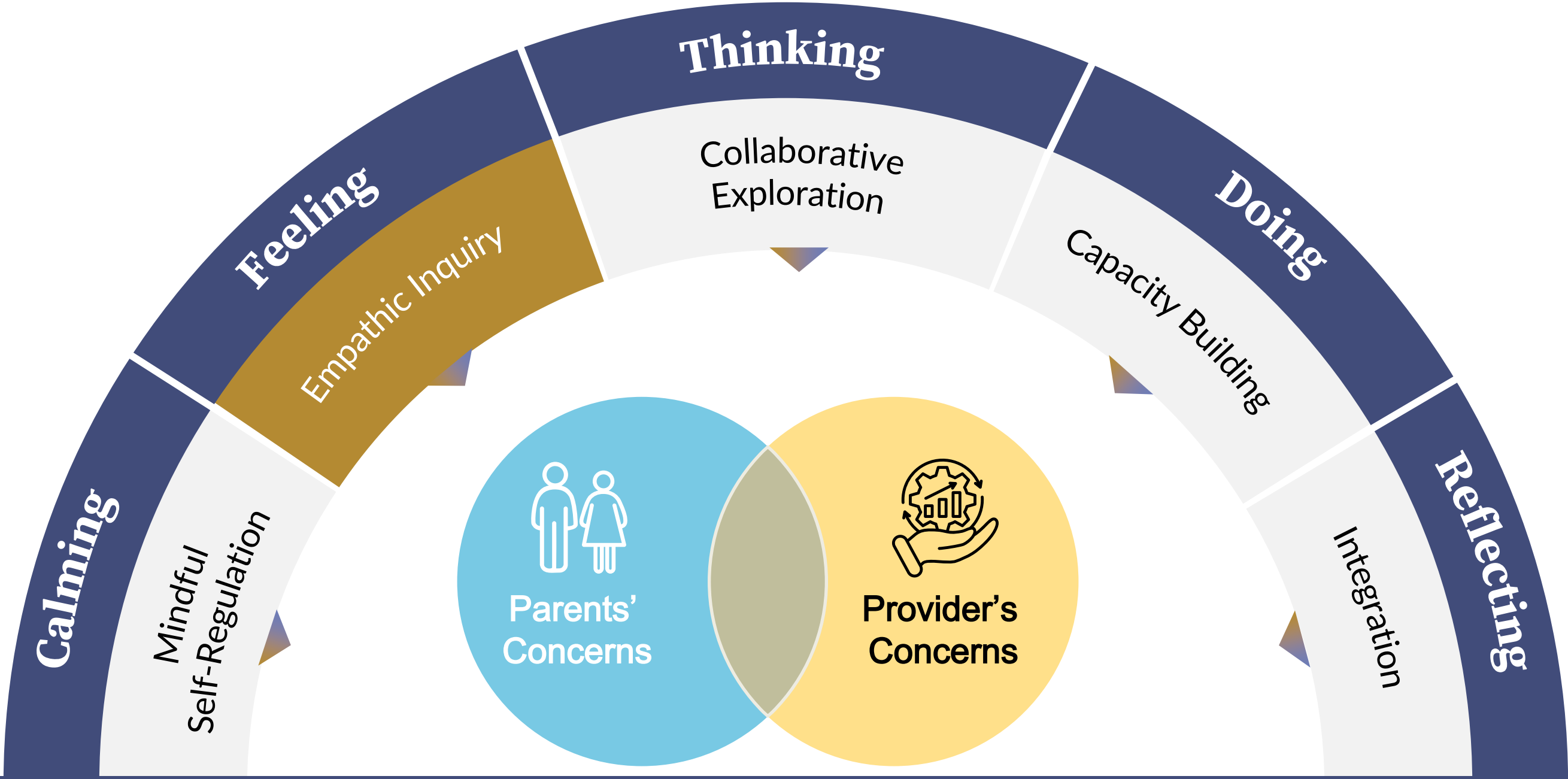


Imagery



Self talk

Empathic Inquiry



Empathic Inquiry

▶ HOLDING

Gently expressing “I’m with you” through voice, gesture, gaze

▶ VALIDATING

Affirming that the feelings make sense

▶ EXPLORING

Expanding on what is said or conveyed



Empathic Inquiry

▶ HOLDING

Gently expressing “I’m with you” through voice, gesture, gaze

▶ VALIDATING

Affirming that the feelings make sense

▶ EXPLORING

Expanding on what is said or conveyed

▶ BRIDGING

Moving from feeling into thinking

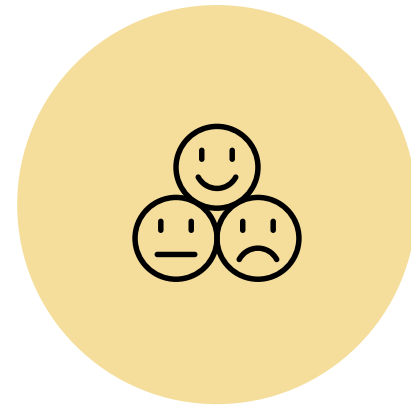


Bridging

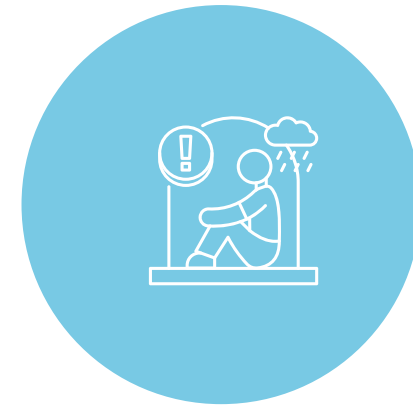
Bridging Feelings Helps



If you have spent time really hearing and validating the other's experience.



If the feelings are lessening in intensity.



If you feel the person is "stuck" in same feelings, repeating stories without much affect.



If the person needs more help and expertise than you can provide

Bridging

Validate feelings

“I hear how this is affecting you and how much you want this to change.”



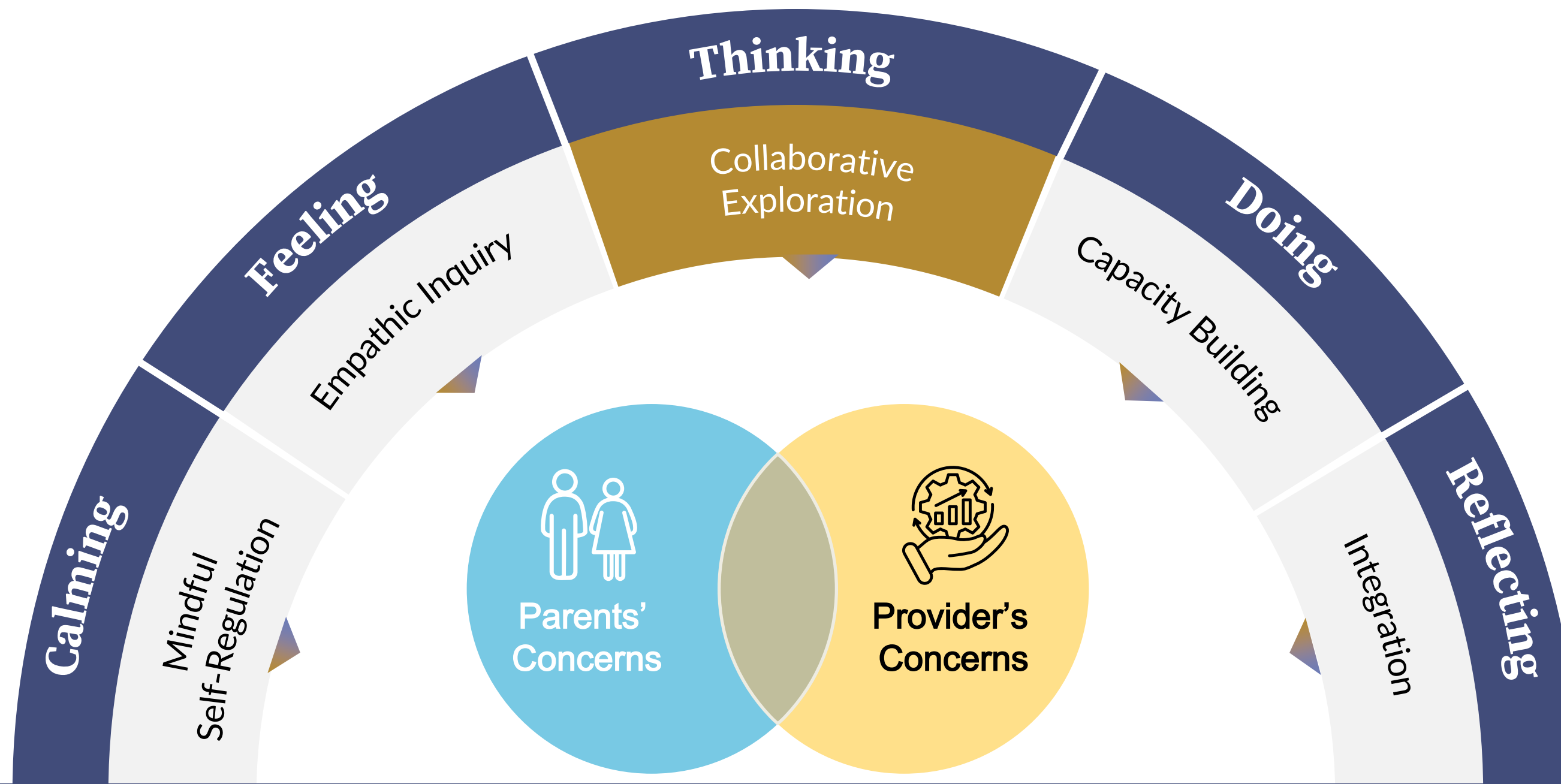
“I wonder if we’re ready to think together about what would help?”

Offer Invitation



Bridge to Thinking

Collaborative Exploration



Collaborative Exploration

Why Use Thinking?

- ▶ It slows us down and prevents us from jumping to doing.
.....
- ▶ It invites our curiosity rather and checks assumptions.
.....
- ▶ It makes room for “aha” moments.
.....
- ▶ “Giving up control is a relief.”
.....
- ▶ “Instead of trying to fix, I now know I need to stay with my staff.”
.....
- ▶ Mismatch and repair is always available!



Collaborative Exploration



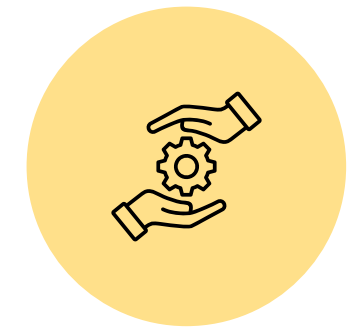
Understanding
Together



Strategies
Tried



Theory of
Problem



Changes
Desired

Collaborative Exploration



Views of
Important Others



Readiness to Try
New Way

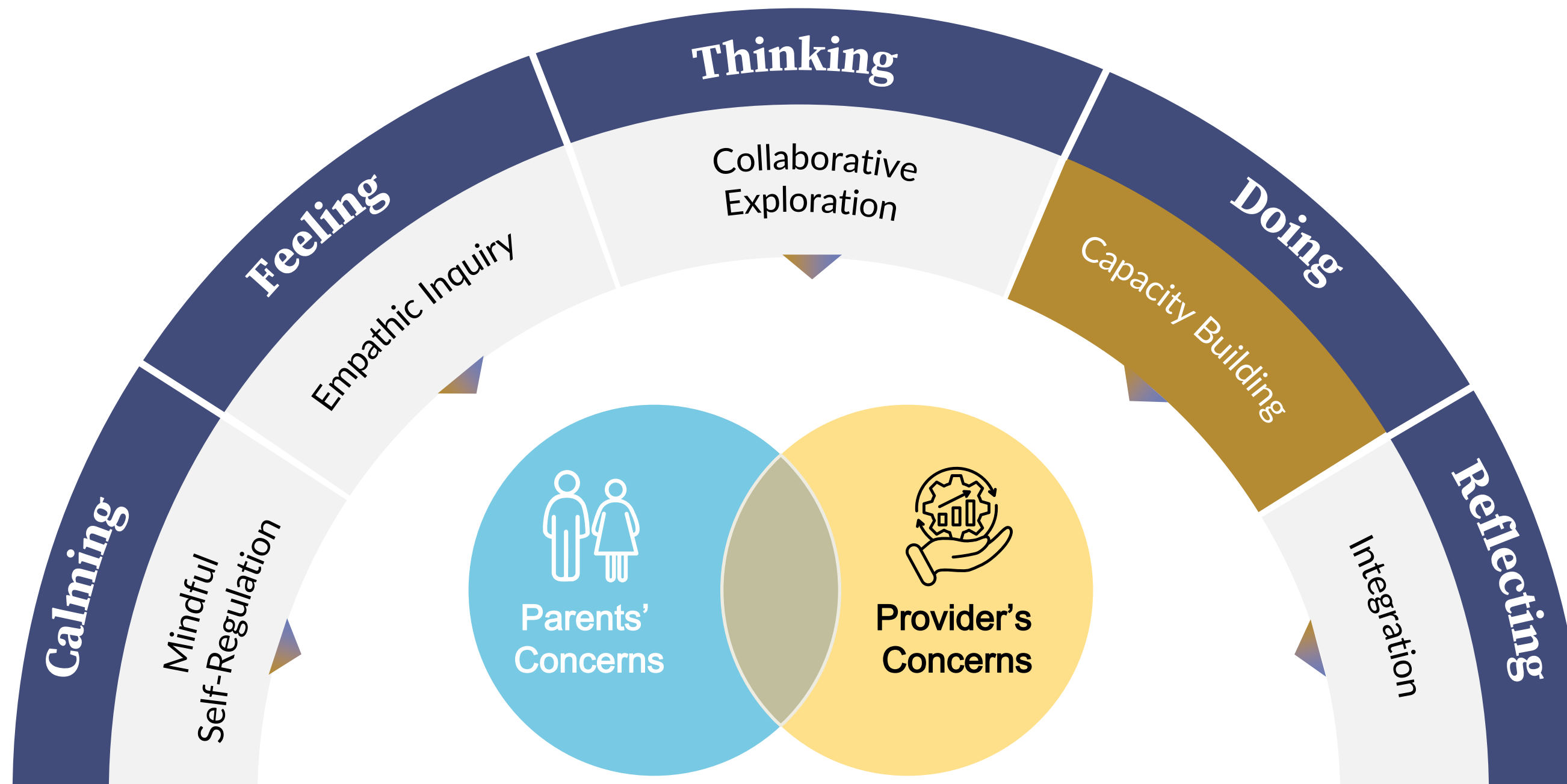


Planning First
Steps



Anticipating
“Doing”

Capacity Building: **The Doing Wedge**





Capacity Building

▶ Highlighting

▶ Capacity Building Moment

▶ Drop and Explore

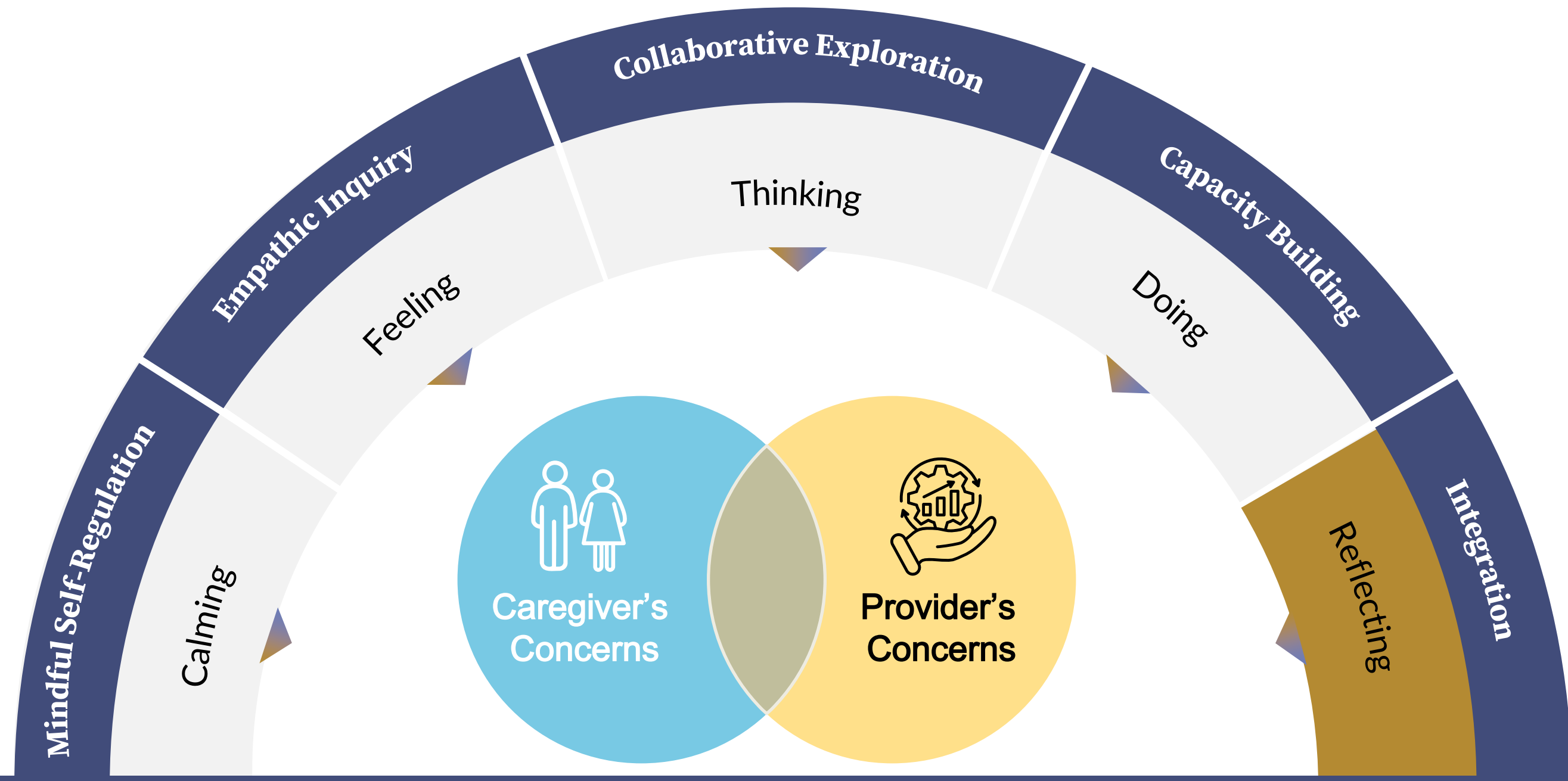
▶ Angel Moment

Drop & Explore

One idea, one breath
+ check in



The FAN



Integrating Mind & Body

finding more space for attunement

