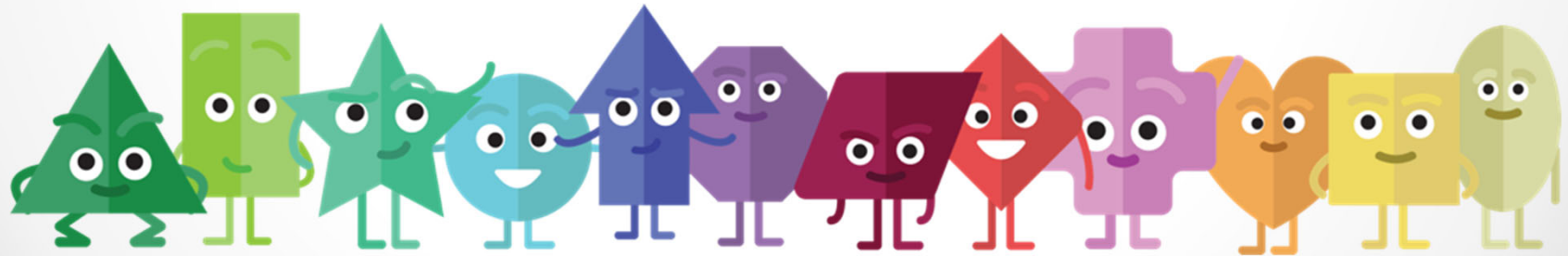


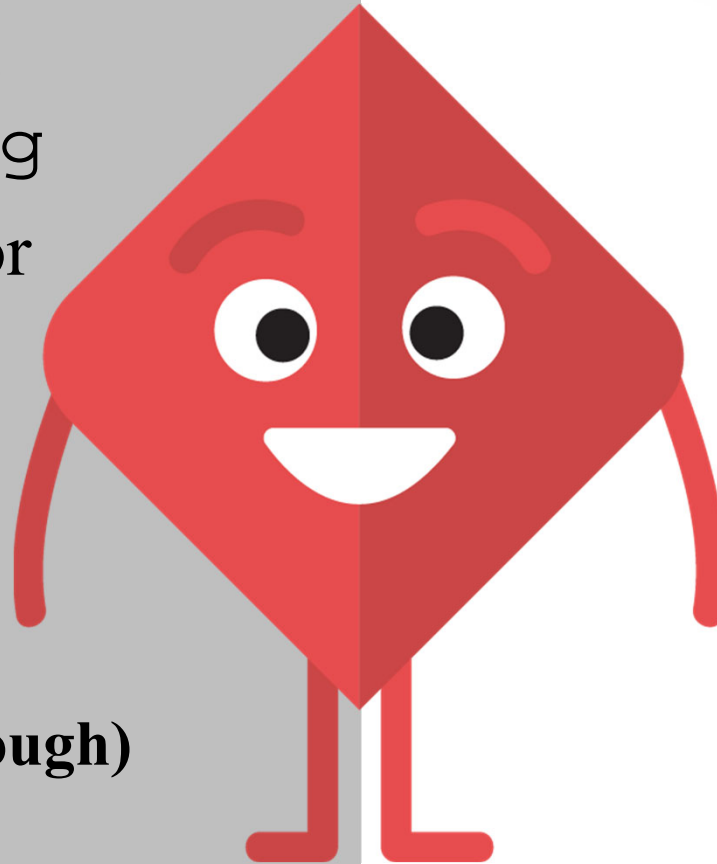
# Communicate with Anyone and make it work



# Two States

Ihdu#vdlw  
Xqedoqlfhg  
Bad Behavior

Fhdv#vdlw  
Edoqlfhg  
Best Behavior

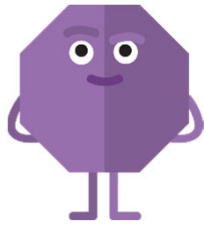


**1. Fear of Failure**  
(I am not good enough)

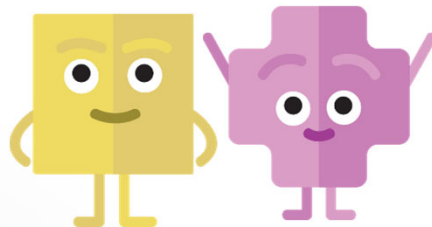
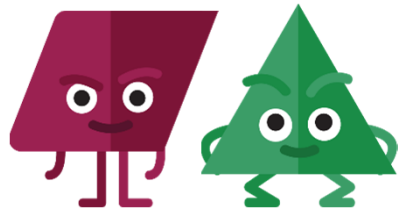
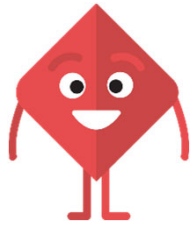
**2. Fear of Loss**  
(I am not safe)

## Fears Loss

Triggers

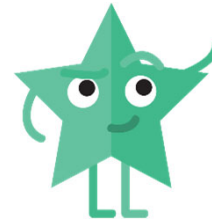
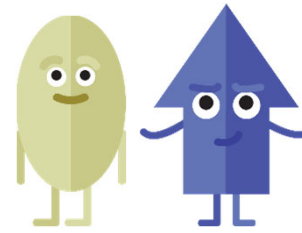
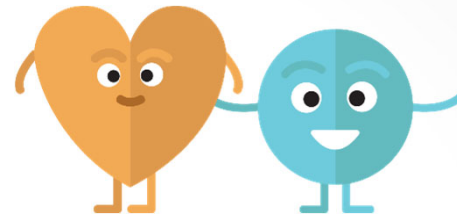


Mistreatment  
Offended  
Taken from  
Disregarded  
Feels unsafe  
Things wrong  
Unsafe



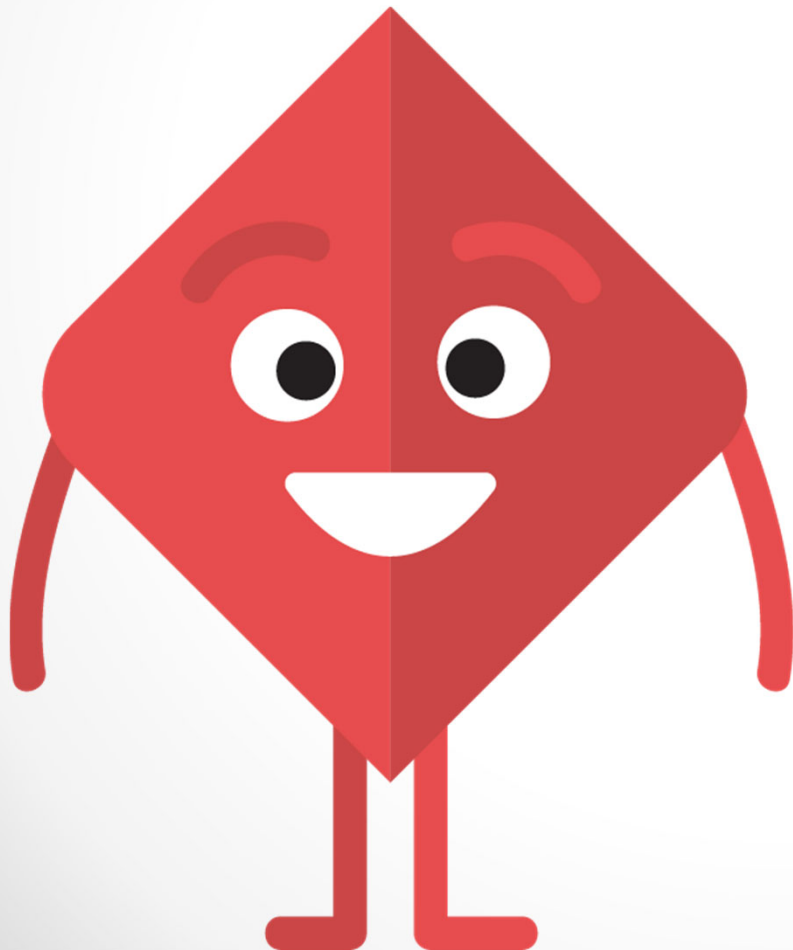
## Fears Failure

Triggers



Insulted  
Criticized  
Judged  
Put down  
Corrected  
Not good  
enough

# Dealing with Other People

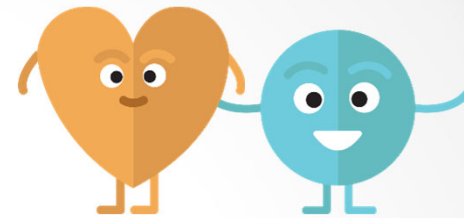
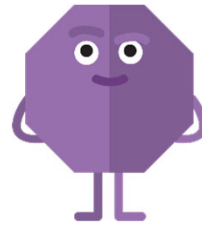


Wkh#  
s o d w q x p  
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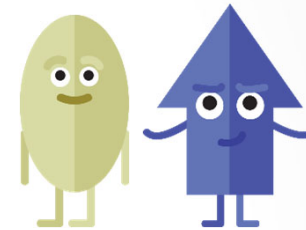
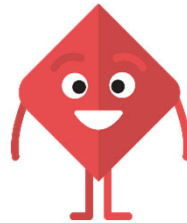
## Fears Loss

## Fears Failure

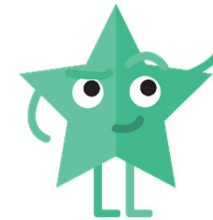
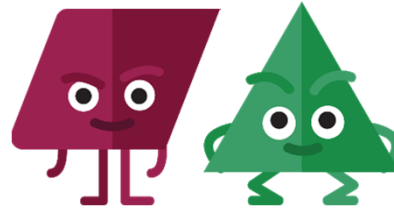
Values People



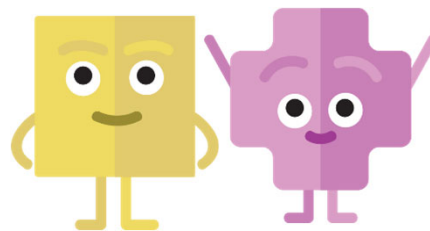
Values Tasks



Values Things

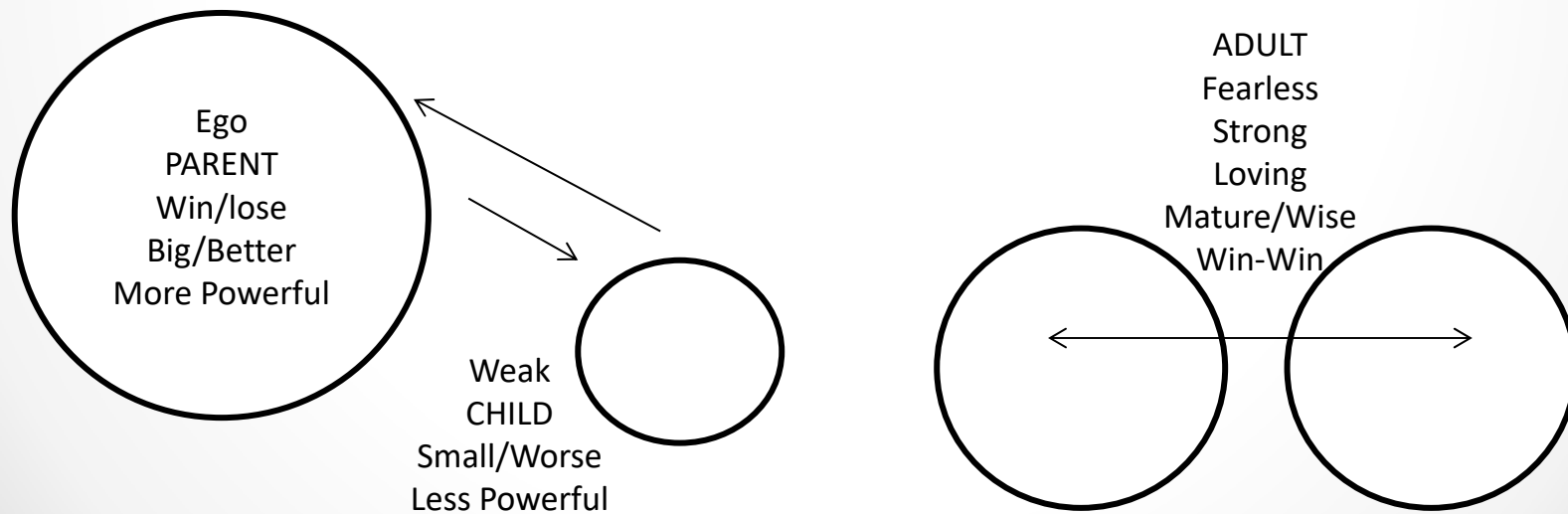


Values Ideas



# Mutually Validating Conversations

**Step #1: I choose to see this person  
as the same as me.**



# Mutually Validating Conversations

**Step #2: I set my stuff** (thoughts and feelings) **aside upfront.**

**Step #3: I will ask questions about their stuff...**  
(Their thoughts, feelings, ideas, opinions, fears, etc.)

**... and I will listen and validate them.**

(This doesn't mean I will agree. It means that I will honor and respect their right to be where and who they are.) "I totally understand how you can feel that way."



# Mutually Validating Conversations

**#4: I will ask Permission before I share my stuff.**

Would you be open to some suggestions?

Would you be willing to let me share my feelings about this?

Would you be open to some ideas I have about this?

Would you be open to understanding how I feel about this?

**#5: I will focus on what I think and feel, and on Future behavior not past.**

I will use “I ” statements instead of “you” statements.

I will focus on the future, and behavior I want to see moving forward, instead of their past behavior.



# Learn More

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