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(Witness the joy with which many children take to swearing once they discover the enormous negative reaction certain words elicit.) Behavioral scientists refer to this theory as the three R's: reinforced responses recur. Tell the other person are heading in the same direction and you aren't interested in discussing anything of substance, you may want to use up the time by responding at somewhat greater length to her ritual opening or by bringing up an insignificant cliche topic such as: "How do you like this weather?" "How are things at the store?" "How are the kids?" "Say, what's happening with your dancing lessons?" "What did you think of last night's game?" 2. And then they canned me." Another related problem of ownership which is particu- Letting Others Know Who You Are 69 larly common among females is expressing opinions or feelings as questions. "I just want the music turned lower." Active listening, then, is telling the sender what his message means to you. He had talked about the situation, but I'm going to stick to it. It says that you live on the edge of poverty! You never save anything for a rainy day. NEIGHBOR: No, but I work out with weights. If you stick it out, your tension will probably cause you to respond awkwardly. CHALLENGING YOUR CATASTROPHIZING BELIEFS When you find yourself catastrophizing, ask yourself, "How probable is it that these dread consequences I'm imagining will come about?" If you decide that it isn't likely, tell yourself that in no uncertain terms. Now just a bit lower and more to the right. LARRY: I agree, I did turn too sharply. (Self-Discloses.) BERNY: Yeah, but Mexican food is so good. HARRY: You certainly are a slow eater. As Carl Sandburg wrote, "The past is a bucket of ashes." If you'll only let go of the dead weight of your past shortcomings, you can be free to change and grow and experience a world of exciting possibilities. Ask questions, show interest in the responses you receive, and then attempt to link those responses to your own knowledge and experiences. Anyhow, how will we ever get better if we don't practice?" A young woman who'd been rejecting man after man because none was "quite right" told herself, "Finding fault 178 Conversationally Speaking with every man has left me alone and miserable and I'm sure it'll never lead to anything. Tell me, what does the insignia stand for?" "You're the best archer here. The success of my efforts has far exceeded my expectations. On a more social note, one of my psychology professors once replied, when asked how to know if someone wants to be kissed, "Look to the eyes for the answer. IF YOU GET A "YES" (which you probably will) Enjoy! CHAPTER EIGHT Handling Criticism Constructively This page intentionally be criticism Constructively This page intentionally left blank N<0 matter how good your relationships are, you will occasionally be criticized. So I'd like to drive. (Asks for Details.) ALICE: No, everything else is OK. Sudden, lavish expressions of appreciation will surely arouse suspicion. Men and "mustn'ts," "do's" and "don'ts, "musts" and "mustn'ts," despite the fact that they only result in failure and frustration. Is the fact that I would like it really any reason why it must be so? Before long, she knew everyone at work, and some of them were asking her to lunch! 3. If you are interested in understanding the components of effective social interaction in greater and perhaps more technical detail, you will find the following sources especially valuable. Next time I'll keep it inside a paper bag. During the course of a conversation, others will almost always be giving you plenty of free information, data beyond that which you requested or expected. At a San Francisco Conversationally Speaking workshop, after I related both this story and the fact that it's more effective to reward behavior you like than it is to punish behavior you don't like, two women immediately burst out with the following: MERLE: That really explains a lot. For example, when someone crosses a left leg over a right, you cross your right leg over your 146 Conversationally Speaking left; when someone leans forward and to the left. Self-disclosure is typically symmetrical, meaning that people normally self-disclose at about the same rate. I have been helping people learn these skills for twenty years, and I'm always delighted to see the big, positive changes that these will help you to firmly establish in your mind the fact that there is no proof that you, others, or the world in general should be different and that these self-defeating rules are unworthy of your blind obedience. Where did you get the idea for that scene?" "It took you five years to graduate? It's too bad she's going skiing this weekend or I bet she would have said yes. We lost \$50 or so between us and had a good time." I suggested to Max that although he had indeed recited the facts of his trip, he hadn t done a good job of self-disclosing. You've got seniority; if business turns bad, you'll be the last to go. LISA: Do you teach it often? Deerfield Beach, Fla.: Health Communications, 1990. Getting yourself moving. If the other person is being manipulative, if you really don't want to explain your reasons, or if your reasons are based upon your physical or emotional state, you may wish to fol- Handling Criticism Constructively 105 low Charlotte's example and agree and self-disclose your feelings. I just don't think of you as the salesman type. placing a point first or last. BOBBIE: Just no thanks. It's unrealistic to expect strangers to care about you. My dad never spent much time with me and I'm making a special effort not to make that mistake." CARLA: A neighbor told me, "Your car looks nice," and I replied, "Thanks, Ann. Actions which you reward will tend to increase in frequency, while actions you ignore will tend to decrease. Being open is being soft. Like many men and women who greatly fear rejection, she had never really experienced it. Most people are delighted to have the opportunity to meet someone new, and you may consider anyone who's alone and not heavily engrossed in activity to be a good prospect. You'll find moving up your list somewhat like climbing a ladder: Just as it's a lot easier to reach the fifth rung after you've climbed steps one through four, so it becomes easier to reach your fifth goal after achieving four easier ones. For example, a close relative of mine, after slaving for years to do well at UCLA, was told by his mother, "You know, I used to think it was a big deal to make Phi Beta Kappa—until you got it." A Seattle artist named Marie lived with parents who practiced this strategy for years: If I took out the wash, my mother would tell me it was about time I helped around the house. In our example, if you correctly interpreted the sender's message, you would conclude only that he wanted the music turned lower. Please let me know when you II be late. CHAPTER FOUR TakingAdvantage of Free Information This page intentionally left blank I'll go by Janey s, oh, two or three times a week, or she'll come by to see me. They don't believe they ought to cry, no matter how badly they hurt. "You have a problem," she says. Within the course of a conversation (and indeed, within the course of a relationship), interaction normally becomes more significant and meaningful as it proceeds. I wonder if you'd mind if I joined you?" Now, this being New York, the woman would probably look away or go on reading. In fact, what you will find is evidence that everyone who has ever succeeded at practically anything has failed a good deal. Now let's go do it! Listening So Others Will Talk 41 5. Ben began inviting his mother to join his family in seeing plays and movies, in going to museums and art galleries and in taking trips to the country. ALAN: Is it my socks, my shoes, my shoes, my short, or my pants? Embarrassed, I pretended to laugh off her question by saying I was a student of Kafka and Woody Allen; but that afternoon a quick look in the mirror confirmed what she had said. She looked away and replied, "Well, maybe we won't still know each other by then." I decoded her message to mean that she didn't want to go on seeing me. If you have the floor and don't want to give it 148 Conversationally Speaking up while you gather your thoughts, avoid making eye contact. Everyone has experienced the sorrow of losing a friend, the excitement of winning, the exhaustion that comes from wrestling with a difficult problem, the soothing warmth of a summer's day, and the pain of being alone in a crowd. It was only because I was able to ask for details that I learned this valuable information. Imagine trying to hammer a nail—with a screwdriver. For example, if you were rejected and believed you were doomed to be alone and lonely the rest of your life, you were lucky to be rid of a burdensome friendship, you might well have felt delighted. You may even find it appropriate to omit one or more elements of your request for change. Her reply was a smile and a hug and, "No, silly. What difficulties did you have traveling with the baby?") Free information also consists of things like the other person's clothing, physical features, behavior, and location. For example, I once met a man in Pennsylvania who told me hunting is his favorite sport. Occasionally, when you ask for details, you will find that what you thought was criticism really wasn't. Too much pressure isn't good for you. 9 SELECTED REFERENCES I consulted several hundred articles and books in preparing Conversationally Speaking. If you buy one, they'll probably single you out for tickets. Tell yourself, for example: 1. But I plan to be more of a consultant to my customers, and I'm hopeful that such an approach will work. One particularly important nonverbal signal that you can't control in yourself but can sometimes observe in others lies in the pupils, the black spots in the middle of the eyes. Feeling Good: The New Mood Therapy. The fact that you aren't critical of their thoughts and feelings will help them to feel comfortable and to self-disclose more and in greater depth than they otherwise might. FACT: I've been asking at least five openended questions a day. I like everyone!" On the other hand, you Delivering Honest Positives 31 can go overboard with your comparisons. They show that people who do nothing more than begin using less emotionally charged words in their self-talk can normally significantly reduce just being processed all day by teachers or employers, fellow students or workers, gas station attendants or supermarket clerks—often even by the people they live with. If you don't show your commitment to having the agreement carried out by taking this final step, the other person probably won't care much either. How to Talk so Kids Will Listen and Listen so Kids Will Talk. Mary wanted to get to know the people at work, but that goal was getting her nowhere. If you said, "Let's get together next week," your smile would show you really are, not how you think you are . I have, in fact, altered the course in response and feel that everyone is better off for it. You can't read his mind, so to let you know, he encodes his feelings and shouts above the tape, "TURN IT DOWN!" Once delivered, the message passes through a channel (normally the airspace between you or a telephone wire). Start by teaching the child negative feedback generally tend to become exceedingly cautious and self-conscious and 22 Conversationally Speaking begin seeing themselves as inadequate. PHYLLIS: Thanks for the compliment. DICK: (Backing away.) Look, I don't know what it is this time, but let's leave it till tomorrow. What nonsense for me to call myself a failure! Besides, leave it till tomorrow. don't like everyone, so how can I expect everyone to like me? Here's how one typical practice session went: ALAN: Hey, how about a cigarette? A plumbing contractor complained to me that both his customers and his neighbors seemed edgy around him and backed away whenever he talked to them. Finally, when we were all talked out and very happy, he gave me a little kiss and whispered, "Ah, Madame, yu arrr magnifique!" Now, how's that for a successful experiment? Then, make it a point to smile when you're happy and to smile when you see people you like or want to get to know. All F s: F! F! . I had thought the odds were with me, but it turned out that I was wrong. 108 Conversationally Speaking DOCTOR: Thanks. You never criticized anything I did then. Dale Carnegie once noted that strangers are far more interested in talking about with them mobile personal Conveying Meaning by Motion 143 territories which only those "close" to them are welcome to you don't really care for. That will probably mean he's feeling relaxed and will be more receptive to your suggestions. A Santa Monica clothing salesman named Aaron related this experience: When my wife would say she'd been late for work, I'd reply "You should have left earlier." Once, I recall, my baby girl told me with tears in her eyes that she was afraid of the dark. ALAN: Are you chicken? FACT: Women are discriminated against in hiring. If someone seems uncomfortable around you, the problem may not lie in the topic, your breath, or your personal style. TED: You want to stay longer. 92 method has far more impact on others than do more subtle openers, and that with so many people and stimuli around, it's vital to have impact. Disclosing feelings is an excellent strategy as it leaves the other person with little to counter, since feelings afford slim ground for argument. If your rent was raised and you believed the increase was unjust, you became upset; if it was raised and you believed it might have been raised still more, you were relieved. PETER: You sound serious. CLIENT: No. We just talk, then we say goodbye, and that's it. Take a deep breath before you speak. In light of this, it is vital that all of us teach the children in our lives a simplified version of Broken Record, so that least. PAUSE Once you have completed your statement, stop. 6 The skills of Asking for Details and Agreeing are based upon the format first suggested by Manuel Smith in When I Say No, I Feel Guilty (New York: Holt, Rinehart, and Winston, 1977), Robert Bolton in People Skills: How To Assert Yourself, Listen to Others and Resolve Conflicts (Englewood Cliffs, N.J.: Prentice-Hall, 1979), Spencer Rathus and Jeffrey Nevid in BT: Behavior Therapy (New York: Signet, 1978), and J.M. Strayhorn, Jr., in Talking It Out (Champaign, 111.: Research Press, 1977). Given this information, it makes sense for Todd. The way you move The way you move The way you stand How you touch other people, out of nervousness, smile while telling others how upset they are. (Agrees with the Truth and Asks for Details.) FATHER: For God's sake, Elliot, you'll be sleeping in the same bedroom with your roommate, what's his name? It just means I've got to work on talking more rationally to myself, challenging the nonsense I sometimes tell myself, and doing the things I want to do. Think of some people you admire and would like to talk to if you could: Perhaps Samantha Bee, Kathy Griffin, Bill Maher, Hillary Clinton, Mark Cuban, Sarah Silverman, Sean Hannity, Joy Behar, or Whoopi Goldberg. The interest you show will frequently lead people to expand upon their comments. Here is how she originally described her job: "I'm a bookkeeper for several small companies. JUDY: I can see why you might think that the National Lampoon is a bit gross, Carol, but I think it's funny. "When I asked you to go with me to my macrame class, you quietly said, 'Sounds like fun,' and then changed the topic. "Hello," was too trite a greeting for my future bride. ANNA: You'd rather I be quiet and passive. Every time I saw him he'd greet me with a hello and a smile and some good news. Being encouraged to express fully Streisand's loud singing may produce quite a bit of distortion, and the message your ears pick up may be very different from what was sent. ELLEN: Dad, I'm going to finish UCLA. "That's not such a very big cut." Listening So Others Will Talk 43 b. GEN: I can see how you might think that, but I'd rather not collect from the neighbors. SHARON: Im too busy with schoolwork to read much more. We don't see, we look for, search, scan for something. What exactly is a concrete goal? On any new job, you'd be the first. The following sample dialogues, taken from training sessions for Conversationally Speaking instructors, illustrate how to use this valuable skill. Tell me, what's the single most common had so much to talk about, we just didn't want to stop. "What if she were to laugh at me and tell me to go away?" he told me. (Agrees with the Truth.) MARIE: And I just don't think you'll want to give that up. 18 Conversationally Speaking REINFORCED RESPONSES RECUR Ignoring behavior that you like and punishing behavior that you don't like is a poor way of helping others learn how you want to be treated. For instance, if you want to find out someone's first name, you are most likely to get it by saying, "By the way, my name's . Having their problems understood and reflected—but left with them—shows them that you have faith in their ability to arrive at their own solutions. Don't ask for a everyone, but warned her that getting angry over a situation she really can't change is foolish, selfdestructive, and just a plain waste of time. Vangelisti. And she seemed delighted by the chance to express herself without being cut off by some glib comment from me. Nothing in life is certain, and critics often do turn out to be correct. These are compliments intended to ultimately reach someone other than the person you are addressing. Report DMCA Conversationally Speaking Tested New Ways to Increase Your Personal and Social Effectiveness NEWLY REVISED THIRD EDITION by Alan Garner Me Graw New York Chicago San first step that costs." You've found this true in your life too: overcoming inertia is almost three minutes! Maybe next 190 Conversation going for almost 190 Conversation about himself. If you want to show someone still greater warmth, put your left hand on top of her right hand while shaking. I got an introductory coupon for this Mexican restaurant—two for the price of one!— and it expires tonight! If we don't use it now, I might as well throw it out. That remark brings to mind a visit I once made to a ward at UCLA's He looks at you directly and smiles openly as he says in a casual tone, "I've enjoyed meeting you and I'd like to get together with you for racquetball Saturday morning at the Y. Gee . I'll tell you the truth. As the great semanticist S.I. Hayakawa has often said, "The map is not the territory." One final note: Recent research has shown that assuming a mirror image of a conversational partner will often help you to quickly establish rapport. CHRISTY: Mark, I have a problem. Bower. —Charlene G fharlene's experience is quite common—and quite unnecessary. (2) They are exposed to decreased light. Lifeskills for Adult Children. ISBN: 978-1-26-011728-8 MHID: 1-26-011728-6. (It has also, incidentally, been shown that mentally practicing fencing, skiing, tennis, wrestling, and basketball free throws improves performance significantly.) REWARD YOURSELF Before you begin working on your new goal, decide upon a reward that you will give yourself when you are using repeated assertion and the other person makes personal attacks or irrelevant comments, you can simply ignore them or deny their relevance or even agree with them and then redirect the subject back to your main point. And by that time, I would usually find myself recalled as just a dim memory from the past. And, since your goal is understanding, once you find out, you may even want to ask whether she has any additional complaints to make. A close friend confides, "My boss said I'm not working fast enough and he'll fire me if I don't shape up." a. It was only around Dana and other women whose rejection he believed was likely and would be terrible that he became immobilized by tension. Your critic, who, after all, isn't perfect himself, that your past failures make future failures make future failures inevitable, labels are irrational because they wrap up your entire being into one word, making situational problems appear global. For example, let's suppose you decide, "On Tuesday, I'm going to invite George to go camping with me this weekend." With that as your goal, when you wake up Tuesday morning, you'll be oriented toward taking action. This class is perfect for you are completely new to the language and you want to get the basics down to begin speaking conversationally. You may agree with the general truth, for example, that it's important to save for your old age. GEN: It's nice of you to say that, but I'd rather not collect from the neighbors. After having achieved two earlier goals on her hierarchy, Deana decided she didn't want to put off her sixth item any longer. I just want to relax at home by myself tonight. My 150 Conversationally Speaking "reserved interest smile" gave me an unmistakable look of gloom! No wonder all those people had ignored me! They had thought /wasn't interested in them, so naturally they went on their way. Relayed Positives: This compliment involves someone mentioning that he like you. ERICA: I can see that it will cost you extra, Berny, and you will miss out on uncovered. Generally, this means using the SOFTEN behaviors outlined in the eleventh chapter. Take Julie, a dental hygienist, for example. Your impression often doesn't matter; all that counts is that you do it consistently. To begin a conversation about the situation, look around and find things that interest or puzzle you. I, for example, have a standing goal of playing with some neighborhood children once a week. For example: "When you keep giving me the answers, my own math ability isn't improving as much as wed all like." DESCRIBE YOUR FEELINGS Finally, describe your feelings about the orange juice! I was overwhelmed and feel, to this day, that his gesture told me more about how much he values me and our friendship than he could ever have expressed with words. SON: You're right in saying too much pressure isn't good, Mom. Tell her what meaning you have tentatively attached to her actions. Feel the Fear and Do It Anyway. We got really close and the next thing I knew, he wanted me to marry him and become the mother of his children. Denying can be just as frustrating and damaging as avoiding, as you can see in thise role-play: DORENE: Jack, I know you've got your heart set on that Trans Am, but we can't possibly afford it. And I want to become a little more independent watching TV in the afternoon, it allowed Todd to quickly find out what was really on Charley's mind. You can t not communicate. Todd's use of this skill rapidly ended Charley's attempt at manipulation. The process of translating mental ideas and feelings into messages is called encoding. But wouldn't you know it? Similarly, others own problems when their needs are not being met. Sometimes the books I get are totally confused—numbers all over the place. Then one morning at breakfast, he broke the silence with "Darling, sometimes when I think how much you mean to me, it is almost more course. What do you do to train r "That was a fascinating comment you made to the board. It enables the sender to know that you are listening while enabling you to have your impression either confirmed or clarified. Although further questioning revealed that Alice s objections were given in jest, I found that Michael's were genuine. Everyone wouldn't welcome Elizabeth Warren or Paul Ryan into their homes. It's only when you look at the whole picture that it becomes apparent that something is always wrong and that Dale is demanding something of life that simply doesn't exist: a woman who is exactly what he wants in every way. Here are a few simple strategies which have been found useful: First, seek out people who are likely to be open to talking with you. (Agrees with the Critic's Right to an Opinion and Self-Discloses.) SHARON: I'll tell you what, how about if I bring the kids over and put them to bed early. HUSBAND: You're right. Neither you nor your critic need be branded as "wrong" 106 Conversationally Speaking or "not okay"; you are simply two people who see an issue differently. Maybe if we had the chance, we could become good friends. Here's how it went: That night, I told Mel I'd heard that the school was thinking about reinstituting the foreign language requirement for liberal arts students. You can promote self-disclosure in your relationships by promoting symmetry. Many in our culture reach forward from the neck because they are anxious to get ahead. Not only is it OK to do so, its the norm to use free information to switch to other topics now and then without worrying in the him more specific open-ended questions about interesting topics her husband was familiar with. (Self-Discloses.) SHARON: Oh, I see ... For example: "That's an interesting jacket. Consider these dialogues: GALE: Put down your work for an hour or two and let's go swimming. There's no reason for her, or you, to be at a loss for words. After you reach with some fellow. You may have made mistakes in deciding not to be more assertive in the past. xiv Conversationally Speaking Researchers in the fields of communication and psychology have identified several specific skills vital for social effectiveness. (Glen: "You have a nice tan, Billy." Billy: "Thanks, Glen. When you describe the problem behavior and deliver the rest of your request for change, the nonverbal message you send should complement your serious verbal message. Where'd you get it? Teria, a UC San Diego sophomore, has found preparation valuable in a different way: When I used to phone someone, especially my dad in Panama, I'd almost always forget to mention important news Lauderdale, Orange Coast College Dean John Wordes, Golden West College Dr. Dominic LaRusso, University of Oregon Dr. Gerald Phillips, Pennsylvania State University Dr. Jules Zentner, UCLA Dr. Manuel Selya, Dr. Doris McCoy, and Ken Zugman, M.S.W. Dr Susan Glaser and Dr. Peter Glaser, University of Oregon Dr. Waldo Phelps, UCLA Elly, Dan, Mr. Aaron, and Sweety Nelson and Phillis Volpe Joel, David, Michael, and Ellen Moskowitz Mary Jane, Sandy Tompkins, and Lynn Glaser Sarah, Irwin, Roz, and Leanna Wolfe Steve Farmer, MSW, and Nicole and Catherine Farmer Dr. Doris McCoy Merrill Kaplan Thank You. Two of the most important ways they do this are by starting conversations with people they want to meet and by issuing invitations to those they want to get to know better. He'd just become nervous and withdrawn. New York: Carol Publishing Group, 1996. Here are the first compliments I got one time in each category: BEHAVIOR: "Youre a good teacher." APPEARANCE: "You have a nice haircut." POSSESSIONS: "I like your shoes." Positives like these can be improved and heightened in two ways: 1. Then pick one that would be fun for you too, and ask him to join you. When deciding how much a buyer wants a carpet, they pay little attention to how nonchalant or critical he seems. Besides, you said you wanted to meet the people down the block. BOBBIE: I agree that I need exercise to keep healthy, but no thanks. eBook conversion by codeMantra Version 1.0 All trademarks are trademarks of their respective owners. When you almost always lose. What is important is that you take advantage of opportunities to make contact and get things going. Demanding Perfection of Others An ancient Jewish proverb states, "The best is the enemy of the good." People who go around playing what Dr. Eric Berne called "blemish" are usually living proof of that proverb. THERAPIST: You feel like a spectator watching life goby. "Hi!" he'd say. When you turned the music on at 6:00 A.M. today, it woke the baby and me up, and I'm still upset. In fact, very few social conversations stay on any one topic for more than a few minutes. New York: Holt, 1990. And even when a miracle occurs and I do meet somebody, nothing ever seems to work out. A screwdriver and a shovel simply aren't the right tools. For instance, Sylvie, who was having trouble adjusting to her new job as a management trainee, told herself, "This job requires me to supervise those clerks and if I plan to keep it, I'd better do just that. Asking questions is like turning faucets in that the more open they are, the more response you get—up to a point. For example: Handling Criticism Constructively 107 CAROL: How can you read such a trashy magazine? 168 Conversationally Speaking Labels are frequently harmful, but always inaccurate. With coaching, he learned to place himself four feet away and then let others decide where to stand. For instance, when they feel angry or under stress, their personal territory enlarges, and discourage them from trying again. He said he really got off on kids and wanted to have a whole slew of them. Responses like these seldom help or satisfy those who confide in you. This limitation of liability shall apply to any claim or cause whatsoever whether such claim or cause whatsoever whether such claim or cause who confide in you. This limitation of liability shall apply to any claim or cause whatsoever whether such claim or cause who confide in you. time and energy toward getting there. If nothing else, instead of criticizing others for failing, you can compliment them for improving in some small way or for at least trying. It's a lot smaller than our home. A lot of people my age just blindly rebel against their parents. You may also find it useful and interesting to memorize some stock questions which you can always have around to stimulate conversation. ERICA: It really is good, but I'm going to stick to my diet. Many people fail to hug because they're afraid of being caught in the position of holding their arms open wide and having the other person not respond. Having done that, if the other person persists, use broken record by continuing to agree with whatever she says while repeating over and over, using the same words, the fact that you don't want to do it. But if you interpreted it to mean, "I'm angry at you," you might well respond inappropriately. (SelfDiscloses.) FATHER: Elliot, you're hurting me and thumbing your nose at everything I've built. Why do you say that?" At an art museum: "What do you suppose the artist wanted to say?" (I once spent an hour asking this question in front of a Picasso and go so involved in so many discussions that I accidentally asked someone who came back for a second look the same question. Start by paying only one compliment every few days to each of your friends and then slowly increase the frequency with which you praise them. (Agrees with the Critic's Right to an Opinion and Self-Discloses.) DAN: How can you buy a Nissan? Assertively practicing this alternative will help you to realize that you don't have to become defensive when others point out what they consider to be your mistakes. If you have frequently been receiving the same criticism, you may wish to look particularly closely for evidence to back up those objections. 34 Conversationally Speaking On the other hand, if you look a man in the eye and respond positively, he is likely to feel gratified. Perfection is simply not a human quality, and those who insist on it find no shortage of excuses for inaction. You've never had a job.] MOM: If you go out dancing tonight, you'll be tired in the morning. This page intentionally left blank CHAPTER TWELVE RecLudincj Anxiety in Social Situations This page intentionally left blank V -L ou and I and everyone else are a bit like turdes: we only make progress when we stick our necks out a little. . Men Are from Mars, Women Are from Venus. In a similar vein, when you label others, ask yourself what evidence to the contrary. Consider these examples: Instead of saying. Sathre, R. And if I pressed him, he'd probably withdraw all the way out the door. Not only does it make sense to deliver honest positives in order to encourage others to continue acting the way you want them to act, but it also makes sense simply because it makes it more likely they will feel good about you. It's simple to learn to agree with the truth. And since behavior is a function of its consequences, it's not hard to understand why people who are continually punishing and rarely praising themselves become passive. That puts him at ease, gets him feeling comfortable around me. Agree with the Critics Right to an Opinion. When you musturbate, you kill off much of the spontaneity and joy that make life exciting and worthwhile. Here, then, is what our original direct positives look like after they have been made specific, have had the recipients name added, and have been followed by a question: BEHAVIOR: "Alan, I like the way you come around during exercises and give each of us your personal attention. (This will probably be around six times a day.) If you've picked a skill you already know, count how often you use it each day for the next two days. Why not read Shakespeare, Dumas, or at least Steinbeck, for a change? JOHN: I don't know what you're talking about. (Agrees with the Critic's Right to an Opinion.) JANE: Maybe you should call off the wedding. The worst bores of all are oblivious to the wants and needs of others. For example: "When you were deliberately sloppy ..." "When you tried to get back at me this morning ... "When you try to impress me by speeding ... "Requests for change are almost always weakened by the use of inferences. One thing is certain: if they don't try, they won't succeed. Someone has a feeling or idea to express to you. It triggers in your mind an emergency alert system developed over thousands of years during which our ancestors—cavemen and nomads—needed immediate energy to fiercely fight off or rapidly flee attackers. But I really want to lose this weight, so I'm going to stick to my diet. Now, instead of making things so tense that she'll never want to come back, I wonder what I can do to help her out." Reducing Anxiety in Social Situations 179 While standing on the sidelines grumbling will do you no good whatsoever, sometimes you can work to bring about the changes you want. Most likely you'll find plenty of those. Handbook of Interpersonal Communication. Requesting Change 125 When you left your clothes on the bathroom floor this morning..." When you turned the music on at 6:00 A.M. today. I've enjoyed writing this book, and I think you'll be excited to see how learning a few simple skills can produce big improvements in your social life. THERAPIST: You mean you often get rejected? How about it?" I enacted each of these quotations for twenty people in San Diego and asked which they would be most likely to accept. A child you know cuts her finger and begins to cry. After a while, I pretty much gave up smiling there altogether. If the other person suspects even once that you're being dishonest, she is less likely to fully accept future compliments. The class runs every Wednesday until July 20 and all materials are supplied by the... (Active Listening.) CLOE: Yeah. If you turn away, deny their compliments, or change the subject, it's unlikely that will happen. 164 Conversationally Speaking Finally—and this is important—provide yourself with realistic alternative self-talk. a. MARK: But Christy, I've driven after drinking plenty of times—and I'm still here! What do you say, shall we go to another club? When I returned to America, I even made it a point to walk around UCLA smiling at everyone—and it worked! Over half the students smiled back. JOE: You're bored and want us to take a trip. I don't think he has a brain in his head.") and to lose respect for themselves ("Why did I tell her that? This page intentionally left blank INDEX A Active listening, 37-48 demonstrates ones acceptance, 42-45 examples of, 40-41 keeping one's conversation going, 45 major improvements in relationships, 44 mistakes in, 46 situations used in, 41-42 telling sender what his message means, 40 to nonverbal messages, 47-48 when and how to use, 41-42 All Things Bright and Beautiful (Herriot), 69 America, popular men and women in, 67 Anxiety reduction about ones self, 164-165 about others, 168 becoming tense, 156 being held back, 156 catastrophizing, 161-162 demanding, 170-179 events don't cause emotional reactions, 156 failure is the price one pays for success, 166 labels limit one's self, 167-168 overgeneralizing, 164-170 in social situations, 153-179 Appearance, 22 Approval, striving for, 21-22 Aristotle, 73 Assertions direct, 129-131 repeated, 131-135 Attention and eye contact, 148 B Babysitting, 116-117 Badal, Robert, 147 Beck, Aaron, 159-160 Behaviors, 22 changing, 19 describing problem, 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skills I'm about to share with you have turned out to be just as valid in other languages—foreign editions with exotic-sounding titles like Samtaleteknik and Praten met plezier have become popular throughout the world. and I more easily prevailed with others to give up their mistakes and join me when I happened to be in the right. YouVe been
drinking a lot and I'm afraid to ride with you, afraid to ride with you, afraid you'll get us into an accident. ELLIOT: That's true. Scrambling to catch it, I watched in horror as most of the floor of the boat next to a fish that was flopping about and
moaned, "I told you I get seasick!" That's what you get when you don't use dual perspective. Others hold their necks tight; afraid to lose their head. Learning to distinguish who owns a problem will spare you futile involvement in conflicts that are not truly your own. I'm going for a walk.] JOHN: You certainly didn't do a very good job of negotiating
that turn. We are a non-profit group that run this website to share documents. Behavioral psychologists routinely recommend it, and dozens of studies show that it helps people become more relaxed and skillful in social situations. 126 Conversationally Speaking Avoid accusing the other person of always performing the behavior ("You're always late")
or of never performing it ("You never let me talk"). " When you drive so fast on this winding road ..." Be specific and objective in your description of the problem behavior. Talk to Win. After a while, we smiled and parted with a ritual "See you soon." Having found so little to exchange, it's little wonder that neither of us has made any effort to see the
other again. ALAN: The ocean's certainly acting up today. Inferences go beyond observations and tell others the motivations behind their actions. Selected References 203 Journal, S. Other sounds in the channel will often distort the message. And with their anxiety curbed, they become free to do the things they really want to do. "I don't think I could
stand it. BE DIRECT It's a good idea to get a firm commitment from the emotionally charged atmosphere of arguments, it's easy to misinterpret messages and so active listening is especially valuable. So I asked another. It makes me feel that my
opinion really counts with you." "Ugh! Another TV dinner!" (On another occasion) "Veal cutlet! Thanks, Hon, I really go for home-cooked food. ..." 4. But when you're late and don't call, the food ends up overcooked. 109 110 Conversationally Speaking ELLIOT: Doug. "One day Dana graduated and left Los Angeles. I mean, neighbors should help each
other out. For example: "I have a problem and I'm really upset. New York: HarperCollins, 1992. I try hard to follow the thread of the conversation, but after awhile, it's like we've said it all—just plowed that subject right into the dirt! Then she and I—we'll stare at each other or laugh or what have you. Lately, I've been making lists. COMMON
PROBLEMS WITH SELF-DISCLOSURE Projecting a False Image If you exaggerate your chances for social success. On some occasions, you may find that your requests for change will work better if you are flexible and vary
the order of the behavior, the consequences, your feelings, and your direct assertions. Dr. Ellis has cleverly coined the term "musturbation" to describe demanding obedience to these "do's" and "don'ts," these "musts" and "musturbation" to describe demanding obedience to these "do's" and "on'ts," these "musts" and "musturbation" to describe demanding obedience to these "do's" and "on'ts," these "musts" and "musturbation" to describe demanding obedience to these "do's" and "on'ts," these "musts" and "musturbation" to describe demanding obedience to these "do's" and "on'ts," these "musts" and "musturbation" to describe demanding obedience to these "do's" and "on'ts," these "musts" and "musturbation" to describe demanding obedience to these "do's" and "on'ts," these "musts" and "musturbation" to describe demanding obedience to these "do's" and "on'ts," these "musts" and "musturbation" to describe demanding obedience to these "do's" and "on'ts," these "musts" and "musturbation" to describe demanding obedience to these "do's" and "on'ts," these "musts" and "musturbation" the demanding obedience to these "do's" and "on'ts," these "musts" and "must and "on'ts," these "musts" and "must and "must
conversation that Christy, one of my students, had shortly after taking Conversationally Speaking. Besides actors, politicians, strippers, and psychologists, few people pay much attention to the silent messages they send others. You've reached the end of this book. You want the truth? Since the typical defensive ways of responding to criticism don't
achieve anything positive, let's consider an honest and constructive alternative. BUILD AN ASSERTIVENESS HIERARCHY If you have several goals you wish to achieve and feel anxious about some or all of them, form an assertiveness hierarchy by ranking them in order of difficulty and proceeding from easiest to hardest as the weeks pass. Cliches:
When one person encounters another, the two will almost always begin by exchanging cliches. When I bring up this skill in workshops, I usually begin by asking my students to compliment me or someone else in the class. Instead, they assumed what Thomas Harris calls an "I'm okay—you're okay" position vis-a-vis their critics. You know, take them to
the county fair and to Great America. Monnet hoped that one day, instead of confronting each other on opposite sides of the table and confront their problems on the other side. With an assertive "No," the child Stands up straight Looks you in the eye Speaks clearly and firmly
Here, for example, is how I taught Natalie, a fourth grader: ALAN (writes "NO!" on a piece of paper): Natalie, what's this word? I opened my mouth to scream, but nothing came out," is a lot more believable (and a lot more interesting) than, "I was afraid." Reveal Some Negatives: If you present a balanced picture of yourself, you are more likely to be
believed than if you portray yourself in a completely positive light. Outside of counseling sessions, it's rare for one partner to reveal much more than the other. All year long I've been cooped up in the office and I just want to spread my wings and experience life a little. Silver is due for another big plunge. When you [describe the behavior], [state the
consequences], and I feel [describe your feelings]. But what to say to begin the courtship? Not Being Believed Self-disclosure will usually help you to have rewarding and intimate relationships but only if the people you disclose to believe you are being truthful. New York: Avon, 1983. When was the last time you saw what your smile looks like? Alright
then, let's talk. But it's also true that I've never said those words to you. What you pick is heavily influenced by such factors as your expectations, needs, beliefs, interests, attitudes, experience, and knowledge. Am I right?" Angie replied, "No, not at all, Alan. Letting Others Know Who You Are 63 FEELING: I felt angry and frustrated when Jake Roberts
got hired instead of me. Have you ever tried to push a car? But, if you looked me in the eye and said it louder, then I'd believe you. TIMMY: I love you, Pop. (Agrees with the Truth and Broken Record.) STAN: Look, why don't you want to do it? I stands for idealization, F for frustration, and D for demoralization. It Is Positive: It requires you to increase
the frequency of a desired behavior rather than decrease the frequency of one that isn't desired. You just can't trust 'em." "I'll never find another friend like Gerry." "Women aren't interested in a relationship nowadays. JACK: Oh, we'll just juggle the old budget a little. ROGER: True. My lips were barely turned up and there was no crinkle formed
under my eyes— and it's that crinkle which brings warmth to a smile. Richey. Please wear earphones or keep the music very low before 8 AM." "I have a problem. The fact that I haven't been more assertive up till now doesn't mean I can't be. Indirect Positives: In this type of compliment, your words or actions signal admiration, although that
admiration is not expressed directly. In such cases, it is frequently necessary to repeat your point until you are certain it has registered, a technique called repeated assertion. Whether you smile or maintain a blank face, look straight ahead or down at the ground, reach out and touch or hold back, you are communicating and others will attach
meaning to that communication. Good to see you." Since these ritual openings are not designed to exchange information, a simple "Hi," or "Good to see you too," in return is all that's expected. ROGER: Why do you say that, Marie? Or maybe that you wish the class were longer? This will make success all the more desirable and will ensure that each
new behavior will be reinforced, even if others don't at first notice or appreciate it. Third, self-disclose the fact that 114 Conversationally Speaking you don't want to do what is being asked of you, possibly adding your reasons. What has happened or might happen as a result of what the other person has done or is doing? For example, "My hands were
shaking, my knees were knocking. Your one-up critic, having failed to receive even acknowledgment that his feelings or reasons have really registered, usually gets increasingly angry while laboring to counter each of your excuses with reasons of his own. Few neighbors ever thank each other for being quiet in the evening, to have dinner at my house
this Sunday at 8:00 P.M. REHEARSE COVERTLY Two additional techniques will help you to lessen your anxiety about completing your goal for the week: The first, identifying and disputing any irrational beliefs you hold about working on your goal for the week: The first, identifying and disputing any irrational beliefs you hold about working on your goal, has already been discussed. Having dual perspective means thinking not just in terms of what you want
to say and hear but also in terms of the other person's interests. ALAN: Hi, Margret. But the truth is that there is no "gift of gab." People who are good at conversation just know a few simple skills that anyone can learn. Your present inaction provides you with still more "proof" that those negative self-labels are accurate and with still more
justification for future inaction. The psychological principle explaining this is called cognitive dissonance, but all that's important for you to know is that if you may well start feeling more open to communication; if you lean forward, you may well become more
involved in the interchange; and so forth. This skill is neither an offensive weapon nor a defensive shield: It is a tool for understanding. What do you suppose you can do next to change his mind?" "This story you wrote is ridiculous." "Valerie, I like the paragraph where Armond is being forced to either marry or walk the plank. I'd look around at a
passerby or I'd start picking apart my sandwich. If you search for evidence to support this belief, you'll find none. Be that person and see through the eyes of that person, rather than simply observing the scene as you would a TV show. But I just want to relax at home by myself tonight. Many people ignore or lessen the intensity of the emotions they
hear when they use active listening. Sending such messages is confusing and lessens the impact of what you have to say. But, with the right tools—a hammer and a saw—you could do these jobs well and with very little effort. Because the driver, the friend, and the salesperson are all having their needs met, but you aren't. (Negative openers, however
won't generally encourage others to talk to you and will probably set a depressed tone for the relationship. Events don't determine your emotional reactions—your beliefs about those events do. ALAN (your author): On the morning of a difficult and important seminar I was teaching for government employees, a friend named Bob Badal came over
especially to prepare my breakfast. Don't most people who try sales fail? MARK: I'm okay, really I am. (Asks for Details.) MANDY: No, it's not that. Why don't we try it out? (Active Listening.) HUSBAND: It's not that. Why don't we try it out? (Active Listening.) HUSBAND: It's not that. If he'd taken his chances, he might have had the real thing.11 If situations are responsible for people's emotions, why didn't starting a
conversation with a stranger make both Big Al and Grant feel greatly anxious? There was a dream I used to have about you and I ... Everyone who ever succeeds also fails. KENNY: Good point. Ten minutes passed, 20 minutes pa
to hold your muscles rigid against the world. Counter your limiting statements with ones which leave me, but millions of men do stay with their wives. Failure is simply a part of life. I'm not. MARIE: You're feeling really frustrated. Most people dwell on their failures, berating
themselves over and over. Reducing Anxiety in Social Situations 169 Challenging Your Overgeneralizations Instead of blindly accepting the labels you pin on yourself, demand proof of the accuracy of your statements. How did you happen to get involved in Amway?" While jogging: "What kind of running shoes are those? It also allowed him to examine the labels you pin on yourself, demand proof of the accuracy of your statements.
his right-wrong structure to see whether he really feels it's wrong to watch TV on a Saturday afternoon. ELLEN: Dad, $1,000 isn't so much anymore. After this went on for almost a week, I said to her, "Angie, I've been smiling and saying hello to you for five days straight and you haven't responded at all. This just isn't the time. When you have finished,
your gaze will indicate that you are ready for a response. You'll become a compliment detective and will probably surprise yourself by how many positive features you'll find. IDENTIFY WHO OWNS THE PROBLEM Begin by clearly establishing who owns the problem. For example: BEHAVIOR: "I like the way you come around during exercises and give
each of us your personal attention." Delivering Honest Positives 23 APPEARANCE: "I think that new styling really highlights your eyes." POSSESSIONS: "Those tan loafers go well with your khaki pants." 2. When you get like this, Anna, I wish I'd come home even later. The other person will reject you because he or she is not attracted to the "perfect"
self you are portraying (leading you to wish you had tried to find acceptance as yourself). AMY: Yeah. When your questions elicit little response, the problem may not be that your conversational partners are unfriendly or uninterested or that the situation isn't right. I bet she's not the first girl who's traveled alone. Men in my classes have revealed that
they also obey rules and regulations which prevent them from establishing relationships and from deepening those they already have. Nice going! I had good eye contact, my voice held steady, and I asked two good open-ended questions. ALAN: You certainly dance well, Gloria. Issuing Invitations That Are Likely to Be Accepted 83 If you don't use dual
perspective in planning your activities, you're more likely to get turned down, and even if you get a "yes," you may regret it. When you left your clothes on the bathroom floor this morning, I tripped on them when I went in to take a shower, and I feel angry" 128 Conversationally Speaking "I have a problem. aren't you pretty likely to fail? CHRISTY:
Yes, you are still here. As Dr. Dominic LaRusso of the University of Oregon once said, "As a fluid assumes the shape of its container, ideas and experiments back up this idea. You can always get another job." c. Increase your use of this skill by
one time per day until you achieve a satisfactory level. While you're issuing an invitation? "My name's Big Al. I noticed you were sitting alone. Whereas before I would all too often hold back, telling myself I have journals to catch up on, classes to prepare, and calls to make, now I consider my playtime a part of my regular schedule, a legitimate activity.
as important as any other. Now, if none of them can do it, how can you expect everyone to like you? Your handshake tells others how you feel about them and yourself. End of story. "People are just no damn good. Courtship would be a mere formality. When you agree with criticism, you can most effectively acknowledge your agreement by repeating
the key words used by your critic. "You want to wear the pants in the family." A mother is upset because she didn't get a Mother's Day card from her daughter. Some of the switchboard clerks were on strike and I had to fill in. For example, rather than saying you want to act more warmly toward a friend, you might make your goal to give that person a
surprise present. Maybe it's time to change my tune. THE BEGINNING. Who do you speak to? repeating a message several times. Every couple of hours, we stopped to walk along the beach hand-in-hand or to eat at some little roadside restaurant—and sometimes just to kiss. A neighbor laments, "Well, it looks like I've exhausted all my alternatives.
The more closely your body assumes a mirror image, the more likely it is that you will both feel a strong sense of connection. They wait for others to make eye contact first, to issue invitations first. It doesn't really matter to me. Just a spectator. The men and women you meet will find you positively pleasant to be around and
will go out of their way to please you. It takes seventytwo muscles to frown, but only twenty-three to smile—and smiling has much more pleasurable results. Please let me know when you'll be late. Further, it will enable you to gain what may be valuable insight into their thinking. And since nonverbal behavior is regarded as being outside of conscious
control, the nonverbal message will almost always be the one believed when it conflicts with verbal behavior. In light of this, if you can make an honest attempt to establish contact on a personal one-to-one basis, to really touch the other person, your efforts are very likely to be welcomed. (Asks for Details.) ALICE: Your clothing. A smile sends positive
messages, such as "I like you," "I enjoy being with you," and "You can be at ease with me." Since others can't see what you're thinking, if you fail to smile they'll probably think you're uninterested in them or that you are just generally cold and aloof. The same events caused different reactions, depending upon your beliefs. To effectively use this skill,
you need first to grasp what happens when someone speaks to you. I do like to go at least once a week. But I asked the children who they wanted me to call and they both screamed out, "We want Marge!" MARGE: That's wonderful to hear, and I love them too, but I just want to relax at home by myself tonight. It hardly ever leads to any consideration
of the real problems and to possible compromises. Nineteen chose the the second and only one woman the first. Before you begin, observe what the other person is doing, wearing, saying, and reading, and think of something you'd like to know more about. Just imagine the hundreds of new people he got to know, people he never would have met had
he gone to the nearest vacant table. Last week, my wife mentioned that she had gotten into an argument with her sister. If you take advantage of this free information by making statements or asking questions related to it, you'll find plenty of opportunities for channeling your conversations in interesting directions. Then again, you may decide to
persist. They face each other at what we would consider an intimate distance, and for them, bathing in each other's warm, moist breath is an important form of communication. Notice that several of these therapists made affirmative self-statements in disagreeing with criticism. When you are not certain you understand what the other person means
I'm right in the middle of the Vikings-49ers game. Now I can relax, knowing I won't say goodbye until every item is checked off. What's happened?" "You look like you really enjoy dancing!") This page intentionally left blank SELF-DISCLOSING Asking open-ended
questions, delivering positives, paraphrasing, and using the SOFTEN behaviors you'll learn in chapter 11 will help others to like you and encourage them to let you enter their world. It would take you five times as long, and you'd still end up doing a bad job. PAT: I saw it at an art shop on Main Street and it immediately caught my eye. And every move
we make carries 174 Conversationally Speaking with it the possibility of failure. ALAN: Why not? Find him in the lobby from 11am - 1pm! Learn more about Bruce and his books at BallisterBooks.com. Given these facts, when somebody cites some general truth, you can quite legitimately agree with the truth while maintaining your position. Try it like
this: "NO!" NATALIE: NO! I don't want that beer! ALAN: Wonderful! You stood up straight, you looked me in the eye, and you really spoke up. Facts: Having exchanged cliches, people generally proceed to exchanging facts. Our discussion gave me insights into the challenge he finds in the sport and the vital role he sees hunters like himself playing in
the ecological cycle. But what does he say? BERNY: I don't know . People answering a series of closed-ended questions soon feel, as Scott said, like they're being interrogated by the FBI. Though I grumble a lot, I like the challenge of straightening it all out and getting the final figures to match. When that doesn't happen, you will need to be more
specific about what you want. Then a tickle and a kiss on her big, fat tummy and we got Delivering Honest Positives 29 down on all fours and started playing "Catch me if you can" when Kim walked in. In the year IVe lived near him, he has rejected women because they were too short ("Heck, could you just see me goin' around with that
midget?"), too sedentary or too athletic ("Just look at those muscles—what an Amazon!"), too religious or not religious or not religious or not intellectual enough ("Man, it's more like she's had a lobotomy!"). If the
answer is still 86 Conversationally Speaking no and you get no other reassurances, you may want to conclude that he's not interested. As you level off with some skills, you may wish to work on still others. Handling Criticism Constructively 103 ALAN: Ten miles is farther than three, and I think both of us are doing pretty good. In saying that, they are
writing off thousands of potential friends and lovers as a result of unfortunate experiences with one or two. What's new? Bruce is the author of four novels, his most recent science fiction series - Dreamland Diaries - he will be signing. Lots of directions—or no direction at all—may look promising, and so you may keep second-guessing yourself and
procrastinating. There is, fortunately, an easy-to-learn technique, developed by Dr. Zev Wanderer, which will enable you to outlast even the most persistent manipulative attempt. Further, people frequently become defensive when they are accused of having problems that are not their own. Alberti, R.E., and M.L. Emmons. In order to convey his
message, he must first put it into verbal and nonverbal codes that you will understand. If he doesn't take it away, I'll hold his hand." Next, she and her Conversationally Speaking group went over her irrational, anxietyproducing beliefs and refuted them. No matter how skillful you Asking Questions That Promote Conversation 9 are, if you just go
through the motions, others will eventually sense that you're merely trying to trick them into liking you. Use of this work is subject to these terms. She felt upset and frustrated because her boy was selfish. and English? Would you like to baby-sit tonight? Under no circumstances shall McGraw-Hill Education and/or its licensors be liable for any
indirect, incidental, special, punitive, consequential or similar damages that result from the use of or inability to use the work, even if any of them has been advised of the possibility of such damages. HUSBAND: I don't want you to play cards tonight WIFE: You don't like me having fun without you. The material in this eBook also appears in the print
version of this title: ISBN: 978-1-56565629-1, MHID: 1-56-565629-6. For instance, Karen wanted her friends to drop by more often, so she told herself, "Demanding that they drop by and putting them down when they don't won't help. (Agrees with the Critics Right to an Opinion and SelfDiscloses.) The skills and the philosophy behind handling
criticism constructively bring to mind the dream of the famous economist, Jean Monnet. Phrase your compliance. YouVe interrupted our conversation and hurt my eyes. I remember once coming up to a woman
in a nightclub in Wheeling, West Virginia, and saying by way of introduction, "Boy, I can't stand all this loud music." She replied "Well then, why don't you get out.") What you say doesn't have to be wonderfully clever or dripping with meaning; ordinary comments are just fine. ."10 Grant, a graduate student at UCLA, had a crush on a coed named Dana
and had known—or at least watched—her for four years. In order to sell a given house, she almost always has to show it to quite a number of potential buyers. (Jim, incidentally, is 84 and considers anyone under 70 to be a youngster.) I accepted his invitation, quite frankly, because it required very little of me and because Jim smiled broadly and made
it seem like it would be fun. THERAPIST: Kind of like that book, Something Happened? NEIGHBOR: No. And so forth. I will have at least three open-ended questions ready which B. If you want to become a more positive, assertive person, learn from your mistakes and leave them behind, but dwell on your successes. But they also never get the
exhilaration that comes from succeeding." A second example: A neurologist named Sid was making no progress in using the Conversationally Speaking skills or in improving his social life. Charley benefited because this technique made it easy for him to say what he really wanted. Even though he said no, I'm glad I tried. —Alan (your author) Many a
friendship is lost for lack of speaking. Other people can't read your mind. For example: 1. It is Verifiable: If someone is observing your behavior, she will be certain that you have achieved your goal. Kinda reminds me of Lake Michigan during a storm. To be depressed is, in fact, to press against yourself. You could say. (Note: If you are in a hurry or
are confronting irrational beliefs that you have already disputed in the past, you may want to use Wolpe's technique of cutting short your irrational self-talk by saying, "Stop!" silently or out loud and then doing the things you want them to (a
rational belief), and adding that if they don't, it will be "terrible," "awful," or "horrible," and that you "won't be able to stand it" (an irrational belief). Issuing Invitations That Are Likely to Be Accepted 85 Consider which of these two invitations That Are Likely to Be Accepted 85 Consider which of these two invitations That Are Likely to Be Accepted 85 Consider which of these two invitations you would be more likely to accept: 1. It says to your conversational partners, "I'm more interested in you
right now than I am in anything else." While conversing, you will generally look at others for between one and ten seconds at a time, generally more while listening than while talking. SET CONCRETE GOALS If you want to make progress in forming and carrying on relationships, you have to first decide how to realize your idealistic goals in real-life,
concrete terms. CLOSED-ENDED QUESTIONS Closed-ended questions are like true-false or multiple-choice questions in that they request only a one- or two-word reply. But it s no crime to make mistakes, and there's no rule saying you can only dance if you dance terrifically. Actions you punish will decrease, unless the other person is seeking
attention, in which case he may continue the behavior, preferring punishment to no notice at all. GEN: Hi Stan. For this reason, it is often helpful to check out your interpretations through this three-step process: 1. Instead of saying. If you said, for example, "Would you please leave," it is your face which would express your anger by frowning, while
Keep People from Pushing Your Buttons. Consider the following dialogue: JANE: Dear, we have a problem. When you ask a man for his name, or refer to him by 32 Conversationally Speaking name, you are indirectly signaling that he is significant to you. (For another moment John continues his losing battle, then overwhelmed, turns, extends his arms
and exploring those differences can be both enlightening and exciting. The next chapter will offer you a workable plan for integrating the skills you have learned in this book into your daily life. Given the totality of these factors, they have every reason to act exactly as they do. Handling Criticism Constructively 93 Excuse-making puts you in a
these: Reducing Anxiety in Social Situations 165 I'M SHY EVEN BOTHER TRYING I CAN'T WALK UPAND SAY "HI" TO THAT ATTRACTIVE PERSON All these labels are based upon poor past performance. Your triumphs at work or on the tennis court, for example, will become more plausible if you also relate one or two problems you've encountered.
use one or the other while at the same time maintaining your own position. For example, a housewife named Lee was none too happy that her 22-year-old daughter had dropped out of a "very promising" graduate program and was going alone to Europe. If the other person is interested, he'll probably give you some free information which will help the
two of you to find common interests and get more personal. For example, a colleague I'll call Ted insisted for a long time that strangers be friendlier than they were toward him before he would attempt to meet them. Thus, with a small amount of effort, you can set up positive exchanges which will help build warmth and intimacy in your relationships.
This year's selected reads are: Jan - Piranesi, by Susanna Clarke Feb - Leave the World Behind, by Rumaan Alam March - Having & Being Had, by Eula Biss April - This is How It Always... A psychologist friend showing me around told me privately, "What you see is living proof of the maxim 'Perfectionism paralyzes.' Come back later this afternoon—
come back tomorrow—and you'll see the same people sitting in the same chairs doing the same things. That way it'd be just like you were alone. (Active Listening.) CLOE: Exactly. (Pause.) Why? If possible, before beginning your covert rehearsal, observe someone carrying out a behavior similar to your goal. What did we talk about?" "What do you
think will be on the exam?" In a sauna: "Boy, they really stirred up the coals in here! Tell me, what good is this supposed to do?" At a horse race: "Who do you think will win? She would serve him heaping portions of stew, but when she'd ask to share a bit of it, he'd refuse. It s best if the problem behavior is occurring in the present or occurred in the
LARRY: I hope we don't have to go now. Don't start by asking, "Are you doing anything saturday night?" Many people (and I am one) feel embarrassed at responding, "No, I'm not doing anything at all." And having said that, some feel resentful at being put into the position of having to either agree to the proposal, offer another, or say in effect that
they'd rather do nothing than be with you. Message are often decoded incorrectly, with neither party ever knowing there has been a misunderstanding. Anyway, since taking chances is the only way I'll ever make any friends, I'm going to go for it." OVERGENERALIZING Overgeneralizing About Yourself How do you describe yourself? Do I have a son
the same event, starting a conversation with a stranger: Reducing Anxiety in Social Situations A big, ugly brute named Big Al used to hang out at the beach at Coney Island. Someone would stop me and ask why I was crying and I'd say, "My father's dead and he never said he loved me." JOHN: (Trying unsuccessfully to shut out Timmys words.) I only
tried to make you stay for her sake. I think I'll tell him so right now. All I can say is I am a doctor. Instead, refer to one or more recent instances. MARIE: You think you're getting the runaround. Carbondale, 111.: South Illinois University Press, 1991. Still, if you often demand perfection of yourself and strive for unanimous approval, you may find it
helpful to turn to chapter 12 at this point. By being the first to make a revelation, you make it clear that an exchange of information is taking place rather than an interview, and you let him know exactly how you want him to answer. Once you've decided who you're going to meet, the next step is to smile, make eye contact, and speak. New York:
HarperCollins, 1989. When you left your clothes on the bathroom floor this morning, I tripped on them when I went in to take a shower, and I feel angry. Normally, I would have given her advice like, "You've only got one sister, so you'd better apologize." Instead I replied, "Sounds like you're upset." Each time she spoke I made it a point to only "active
listen"—even though I was dying to give her advice. Other people don't follow this rule. I should congratulate that bum for passing RE. After a few minutes, I pulled the lever and became a star! The buzzer went off, red lights flashed, and everyone looked at me and smiled. That, however, isn't necessary. ALAN: I'm glad to know I'm not the only one
who gets most of their news from looking through the plastic at newsstands. Those few times he did try to meet her, he became so agitated that he backed away. DIRECT ASSERTION Many—if not most—people will modify their behavior to suit your needs when you use the approach described above. 60 Conversationally Speaking 1. Most people have
few close friends and many have none at all. LISA: Where did you get your education? That kind of money is enough for you to pay your grocery bills for a year! Or to finally finish UCLA. They are among the most popular men and women in America, yet none of them comes even remotely close to achieving unanimous approval. ALAN: UCLA, and I
went to Oregon for graduate school. Reducing Anxiety in Social Situations 171 / shouldn't: Go outside without my makeup, smile at strangers, initiate conversations with men, ask men to go out with me, telephone the man I've been seeing, accept a date for Friday night later than Tuesday night even if I've no other plans, beat
my husband at bowling twice in a row, go to a movie or a party alone, turn down a request for help unless I've got "good" reason. GEN: I'm glad you do, Stan. Evidence shows that complimenting others makes it more likely that you will be seen as sympathetic, understanding, and even attractive. ALAN: That's a colorful print. For example: "Thanks for
lending me your calculator, Jim. Of doing your work? In a short while, his behavior changed completely and he became good natured and upbeat around me. ART: Steve, a friend from high school, calls to wish me a happy birthday every year. You may want to be still more concrete and decide to smile at one, or even ten, people during the day. Your
actions will have one of two results: 1. ACTIVE LISTENING KEEPS YOUR CONVERSATION GOING Active listening is an excellent way of encouraging others to talk to you. (Author Henry Miller never liked eating alone and often used this opener. Still, it's not enough to be honest and sincere. 132 Conversationally Speaking CHRISTY: I can see how
you might think you're okay. During her conversations, she seldom nodded and spent far more time looking at the other guests than at the person she was talking to. For this reason, being close to your family isn't an adequate goal, while inviting your family to go on a picnic is. Say, for instance, "Where's the proof that I am shy just because I held
back again?" "Where's the evidence I'm a failure and so will never succeed with anyone, just because I failed this one time?" You won't find enough proof to support any self-labels since Overgeneralizations are, by their very nature, sweeping conclusions based upon an incomplete sampling. According to Robert Saudek, who worked with him on the TV
series Profiles in Courage, President Kennedy's manner indirectly conveyed respect: He made you think he had nothing else to do except ask you questions and listen—with extraordinary concentration—and quickly! Then we criticize and
explain in detail why their behavior is "bad" or "wrong" and why they really should do what we want them to do. As in the Broken Record technique, Christy used the exact words over and over again in making her repeated assertion. Finally, in desperation, Ted tried taking action himself to bring about the changes he wanted and began smiling more
asking people more about themselves, and sharing himself more. Here is an example of how this usually works: GARY: Hi! Say, aren't you new to this church? What codes he selects, what words and gestures and tone of voice he uses to convey his meaning, will be determined by his purpose, the situation, and his relationship with you, as well as by
such factors as his age, status, education, cultural background and emotional state. (Pause for answer.) Why?" "What teacher do you remember best and why?" "If you had to choose another profession (or another major), what would it be? It's as though they think feelings that they don't acknowledge will go away. 202 Conversationally Speaking Dyer
W. He'd go to discotheques and spend a considerable amount of time looking at all the people milling around dancing. And it hurts me a little. "Sounds like your job means a lot to you and you'd hate to lose it." 3. Put those words into perspective by telling yourself that they may be suitable for describing events such as the slaughter of millions of Jews and you'd hate to lose it." 3. Put those words into perspective by telling yourself that they may be suitable for describing events such as the slaughter of millions of Jews and you'd hate to lose it." 3. Put those words into perspective by telling yourself that they may be suitable for describing events such as the slaughter of millions of Jews and you'd hate to lose it." 3. Put those words into perspective by telling yourself that they may be suitable for describing events such as the slaughter of millions of Jews and you'd hate to lose it." 3. Put those words into perspective by telling yourself that they may be suitable for describing events and you'd hate to lose it." 3. Put those words into perspective by telling yourself that they may be suitable for describing events and you'd hate to lose it." 3. Put those words into perspective by telling yourself that they may be suitable for describing events and you'd hate to lose it." 3. Put those words into perspective by telling yourself that they may be suitable for describing the perspective by the perspective by telling yourself that they may be suitable for describing the perspective by telling yourself that they may be suitable for describing the perspective by telling yourself that they may be suitable for describing the perspective by the perspective by telling yourself that they may be suitable for describing the perspective by the perspectiv
by the Nazis, the 1906 San Francisco earthquake, the sinking of the Titanic, the crash of the Hindenburg, and the Son of Sam murders—but certainly not the possibility of someone failing to accept your invitation, laugh at your joke, or agree with you. You may have made mistakes in deciding to be assertive with what turned out to be the wrong
people. "You still haven't grown up." A husband is upset because his wife wants to go back to work. I liked you better when we were courting. Dale would be wise to heed the words of the professor of counseling at the University of Oregon who told me, "I tried to find a perfect woman, but every one I met was unfortunately human." Reducing Anxiety
in Social Situations 175 Demanding That Others Obey Your Rules Just as you may be demanding of yourself obedience to various rules and regulations, so you may be demanding that others act the way you want them to act. Such broad descriptions are inaccurate and difficult to respond to, and they tend to make others defensive. For example: "The
last three times I've brought up the phone bill, you've switched on the TV and turned away." Avoid making inferences about the motives of others. They didn't. I'm angry and I'm asking you, once again, to please leave us alone." (Ownership Statement of Consequences, Feeling Description, and Direct Assertion.)
REPEATED ASSERTION Even when you make a direct assertion, others will sometimes fail to understand what you want, will ignore you, or will change the subject. Dick, a Hollywood plumber, provided this post-party dialogue with his (now ex-) wife: 90 Conversationally Speaking BEVERLY: Dick, I'm mad at you. Wait a minute and I'll get my purse
ANNA: Tom, when you're as late as you are tonight and don't call, it makes me angry because all the food ends up overcooked. 98 Conversationally Speaking TODD: What is there about my watching football that you don't like: (Asks for Details.) CHARLEY: Nothing, Todd. Let's suppose a friend tells you, "I just got back from France." Here are some of
the many questions 8 Conversationally Speaking you could choose to have him answer, depending upon your interests: "What was the weather like there?" "How did you manage to get hotel rooms over there?" "In what way was the food there
different from what we have here?" If someone introduces herself to you as a high school counselor, you could choose from these questions to ask: "Why did you decide to become a counselor?" "What did you have to do to enter the field?" "Tell me some problems that kids often come to you with." "What role are drugs playing on campus today?" "However to do to enter the field?" "Tell me some problems that kids often come to you with." "What role are drugs playing on campus today?" "However to do to enter the field?" "Tell me some problems that kids often come to you with." "What role are drugs playing on campus today?" "However to do to enter the field?" "Tell me some problems that kids often come to you with." "What role are drugs playing on campus today?" "However to do to enter the field?" "Tell me some problems that kids often come to you with." "What role are drugs playing on campus today?" "However to do to enter the field?" "Tell me some problems that kids often come to you with." "What role are drugs playing on campus today?" "However to do to enter the field?" "Tell me some problems that kids often come to you with." "What role are drugs playing on campus today?" "Tell me some problems that kids often come to you with." "What role are drugs playing on campus today?" "Tell me some problems that kids often come to you with." "What role are drugs playing on the problems that kids often come to you with." "Tell me some problems that kids often come to you with." "Tell me some problems that kids often come to you with." "Tell me some problems that kids often come to you with." "Tell me some problems that kids often come to you with." "Tell me some problems that kids often come to you with." "Tell me some problems that kids often come to you with." "Tell me some problems that kids often come to you with." "Tell me some problems that kids often come to you with." "Tell me some problems that kids often come to you with." "Tell me some problems that kids often come to you with." "Tell me some problems that kids oft
does listening to troubles all day affect your outlook on life?" Or, if you don't want to talk at all about her job, you could open-endedly ask, "What do you do for fun when you're not counseling?" In choosing which questions to ask, keep in mind two considerations: First, only ask questions when you genuinely want to hear what the other person has to
say. 5 E. Since they are troubled, they own the problems. If you follow rules like these, you are sending out false messages to others. And you do the same for me. This page intentionally left blank F -T reud wrote that all
behavior is meaningful. Many people who have acted shyly in the past label themselves "shy" in the present. Real active listening involves stating your conclusions as to the meaning behind what the other person has said. It's usually best to start with simple questions about topics others are likely to be interested in and familiar with. This course is
completely free and open to all. BEVERLY: (Louder.) This is important. Instead, I asked, "Why do you think this is a waste of time?" To my surprise, she replied, "I just think your real talent lies in psychology and in teaching people to be terrific!" Handling Criticism Constructively 99 Step Two: Agree with the Criticism After you ask for details and find
out exactly what the other person's objections are, the next step is simply to agree with the criticism. and I feel that you enjoy scaring me." A SUMMARY FORMULA To remember the above tips, use the following formula: "I have a problem. 4 F. ROGER: I understand your thinking—most salespeople are pushy. You made plenty of mistakes, and it was
only with practice that you improved. Not too many cocktail waitresses have graduated from college and it's easy for me to see why you think I could do better. But before long, they'll probably become frustrated by your lack of reciprocity and will conclude that you really aren't interested in getting to know them, have little going for you, or are a
member of the Mafia. This chapter will focus on six typical problem areas: person space, posture, touch, making eye contact, smiling, and nodding. If you want these positive exchanges to continue, its important that you help those who compliment you to feel good about speaking openly. Since you can't not communicate, when you fail to smile or to
tailored uniquely to fit that person alone. Your invitations are vastly more likely to be well received and the other person is far more likely to have a good time if you think not only in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of the other person is far more likely to have a good time if you think not only in terms of what you'd like to do but also in terms of the other person is far more likely to have a good time if you think not only in terms of what you'd like to do but also in terms of the other person is far more likely to have a good time if you think not only in terms of what you'd like to do but also in terms of the other person is far more likely to have a good time if you think not only in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but also in terms of what you'd like to do but 
questions sound like an inquisition, I asked what he liked best about it. Most of the time, I feel like a bank guard must feel. "You left your shirt in the bathroom again. A more dramatic way to convey liking through touch is by hugging. Body language, however, isn't a 100-percent sure indication. Why do you feel that I should stay home more? What
Shortly after we had exchanged greetings, Tim would always find some excuse to start complaining about the way his ex-wife had treated him, and about how boring and thankless his job was. Say, who was that gal who said goodbye to you as we left? Not only did this add to the likelihood of it being considered a cliche, but the
thought of answering the same unimaginatively posed query over and over again probably bored her husband. PAT: Ha! I've heard you tell me that one before! LINDA: You're right in saying that I've failed in the past and I can't blame you for not taking me seriously now. TERMS OF USE This is a copyrighted work and McGraw-Hill Education and its
licensors reserve all rights in and to the work. It's O.K. to Say No to Drugs!: A Parent/Child Manual for the Protection of Children. For example: ANNA: I know it's my problem, but I'm angry. What about History and Woodshop and Math? When you drive so fast on this winding road, you put us in danger of going over the side, and I feel afraid." Be sure
to express your feelings briefly. I'm shooting for ten. How could you use them today?—right now? In new relationships, these will usually be the basic facts of your life; in existing relationships, these will typically be recent developments: Letting Others Know Who You Are 61 "I'm a carpenter in Fayetteville." "I go roller skating every Sunday." "My
aunt's in town and I'm showing her around." "Standard Oil has decided to send me to Ohio for two weeks to get advanced training." Early exchanges of facts are very much like job interviews. They figure that if they try hard enough and long enough, they will wear you down and win you over. 188 Conversationally Speaking There is no question of the
value of covertly rehearsing even for as little as five minutes a day. CHAPTER TWO Delivering Honest Positives This page intentionally left blank An old grouch lived with his wife for twentyone years and never spoke a single word. But times have changed and women's roles are changing too. One of my aunts, for example, always crosses her right leg
over her left—no matter the topic or where her conversational partners are seated. You're safe again, though you still haven't gotten anywhere. When his father passed away, Ben decided to pay more attention to his mother. A man crossing his arms may just be cold; a woman crossing her legs away from you may simply be doing so out of habit.
Big Al didn't care. I suppose you're right. (Agrees with the Truth.) MARIE: And you're used to getting a regular salary. "I want to make you the mother of my children," seemed a bit premature. Conveying Meaning by Motion 151 Julie, whose story began this chapter, practiced SOFTENing in a conversational role play with another woman in her
group. I was so eager to take him that I brushed aside his remark that as a child he had gotten sick on a boat and ignored his hint that he'd really rather play tennis. MARK: Aw, come on, Christy! Don't be a spoilsport! CHRISTY: I'm afraid, Mark, and I'd like to drive. How did you happen to try it?" POSSESSIONS: "Alan, those tan loafers go well with
they're afraid to make a mistake, afraid to fail. When I meet new people socially, I consider it wise to be honest and accurate. Few mothers ever praise their children for eating or playing cooperatively. directly referring to it as worthy of notice ("The first thing you need to do is. He's enjoying the music, but wants it softer. Great! Next, teach the child
that if an offer of drugs is made, the best response is to simply say "No" or "No thanks" over and over again, no matter what the other person says, and to walk away if there's a lot of pressure. It's important that your verbal message be matched by your nonverbal message be matched by your nonverbal message.
such as you'll be less likely to get them accepted than if you simply make them sound like chances to have a good time. In helping the other person to clarify her remarks you may want to ask for details by suggesting possible complaints and asking whether they are a problem. is likely to be interested in Organizing Your Efforts 187 answering. ALAN:
How about the color of my pants? I asked them a question and didn't get much of an answer. A fourth defense is to respond to criticism by striking back ("fighting fire with fire"). Or, you may simply have yearnings that you haven't exactly put into words. As things stand, not only is Dale lonely as he vainly holds out for perfection, but he is denying
 himself what pleasures he might find in the company of real, live, imperfect women. I put all their records in order and make sure they pay their taxes correctly." After putting herself in the situation, she came up with this description: I'm a bookkeeper for several small companies. Chapter 6 taught you some strategies for starting conversations, and
honestly and let those people who like you become your friends. Prospect Heights, 111.: Waveland Press, 1995. Tell her what activity you have in mind, the day, time, and place, and perhaps why you, using dual perspective, think she'd have a good time. Mark. According to psychologist William James, "The deepest principle in human nature is the
craving to be appreciated." If you are one of the very few people (and very likely the only person) in others' lives who satisfies this "craving to be appreciated," you are probably going to be greatly valued as a friend. JERRY: You blew that big sale. Shedd, Letters to Karen (Nashville: Bingdon, 1965). Thousand Oaks, Calif.: Sage, 1994. A second example
was related to me by a real estate saleswoman named Thelma. Active listening once saved my relationship with a female friend. For example: "Annette, this personal airspace is coffinshaped, extending three to five feet in front for strangers, one and one-half to
three feet for friends, and much less on the back and sides. (In contrast, one study found that couples who stopped complimenting each other less attractive.) And when others find you expressing your feelings toward them, they are far more likely to open up to you. Let's be doers.] You will note that although everyone in
these examples agreed with the truth, no one put himself or herself down. Along these lines, one study suggests that it is best to refer to new acquaintances by name only occasionally. Everyone isn't enamored of Taylor Swift or Ben Affleck. I was thrilled! Listening So Others Will Talk 45 She shared thoughts and feelings with me that I never knew she
allow them to achieve greater interest and depth. Rhonda could say to Charlotte that she shouldn't feel the way she does, but then Charlotte could counter. FATHER: Especially when you blow a thousand bucks for ten days of pleasure. Power Lines: What to Say in 250 Problem Situations. So this year I did some homework. If you have teenagers, you
may wish to teach them this technique, or you may wish to help them learn and adapt the more advanced techniques found in this chapter and the previous chapter. A. Disputing your irrational self-talk for them will help you to become more confident and relaxed in social situations. Having tired of screaming
reasoning, and threatening, she told herself, "I'm very unhappy that Lorraine dropped out and bought the ticket, but I might as well deal with the fact that she did. I used to go around UCLA with a smile I called my "reserved interest smile." It was designed to show people that I was friendly and together, but wasn't desperate to get to know them.
Now ordinarily, you would stop doing things that don't get you what you want. Challenging Your Copping-Out Beliefs When you find yourself blaming outside events for the way you feel, ask yourself, "Where is the proof that these events are making me feel anxious?" You won't find any proof. You will look stronger and the other person will be more
likely to abide Requesting Change 129 by any solution the two of you reach if she or he has a hand in its formulation. Neither McGraw-Hill Education nor its licensors shall be liable to you or anyone else for any inaccuracy, error or omission, regardless of cause, in the work or for any damages resulting therefrom. The fourth girl I danced with really
seemed to like me, and we got to talking. Using the logical method outlined earlier in the chapter, establish the fact that it's your beliefs about those events that are responsible for your anxiety. At best, if you fail to self-disclose, your conversational partners will for a time consider you mysterious and be intrigued. But the truth is, I like the hours—
and the money. My smile never got me any positive responses, and so I concluded that I wasn't very good looking and that UCLA was the least friendly place on earth. For example, if someone trips and you say, "You're so clumsy," the message will be far different depending upon whether you smile or frown. How do you explain it, Abby? Italians,
French, Spanish, Russians, and Latin Americans generally have smaller territories and feel comfortable far closer together than do North Americans. Although her actions at first seemed awkward, within about ten minutes she began to have a fair command of the different skills involved. The average of your totals is your goal for the third day.
("You're going to be late." "That's true, I most likely am going to be late."; "You didn't clean up your room." "You're right. But I bet they'd be more likely to if I treated them better, like if I set aside my work and gave them all my attention. If you think it is possible that things won't work out well, ask yourself, "What's realistically the worst Reducing
Anxiety in Social Situations 163 that's likely to happen if I fail?" The reality is probably not nearly as frightening as you might have imagined it would be when you thought in general terms. how do you prepare them?" To a neighbor: "Your lawn is so green. Here are some examples of indirect compliments, supplied to me by students: JOYCE: Last
Saturday, my husband told me, "I want to spend the weekend just with you." We brought the kids to my aunt and took a long, leisurely drive up the coast to Monterey. Open-ended questions are like essay questions in that they promote answers of more than a word or two. Nothing. Where, for instance, do you go to find happiness? A Washington, D.C.,
lawyer named Peter Goldschmidt once saw an interview with me in the San Francisco Chronicle and called to say he'd like to drop by to discuss some of my comments. LISA: Where's that? Is that OV3 (Asks for Details.) ALICE: Yes, I like it. Ridiculous! You would lead an absurd and miserable life indeed if you always tried to follow all the general
truths that you believe. Almost certainly, the best that can come from this is that you will have to undo your lies. "Just look at it this way: your mom raised you and now you're paying her back." b. You basically have only three ways to begin: asking a
question voicing an opinion stating a fact Your major goal in the beginning is just to show interest or involve the other person, so the best way to start is usually by asking a question. Great for beginners to yoga. What do I do that you don't like? They told her that they hadn't experienced her as an aggressive woman, but rather as an assertive one who
was rather good at expressing her enjoyment of the situation and of the other person. 38 Conversationally Speaking Suppose, for example, that you are playing a Barbra Streisand tape for a friend. Carpet traders in Persia have been aware of this third reason for centuries and use it to advantage. If you think this free information might be stimulating
or useful, that's the time to follow up on it. When 102 Conversationally Speaking you are confronted with criticism that is obviously too broad, you can agree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true and disagree with the part that you think is true 
You Are 67 said he was going to introduce me to a gorgeous secretary at the office where he worked. Perhaps most difficult of all, when you drive so fast on this winding road, you put us in danger of going over the side." When possible, state
the consequences of the behavior from a positive perspective. Thinking up openers is simple. When you drive so fast on this winding road, you put us in danger of going 130 Conversationally Speaking over the side, and I feel afraid. And even if you don't you'll at least know you've failed to make progress and can then lay plans
to do better Wednesday. One time, for instance, I delivered a lecture before a class at the University of Oregon on Plato's view of the nature of reality. What are you doing to celebrate?" "Oops! You walked a step farther than yesterday!"
In cases where someone is doing something you don't like, you can most effectively encourage a change by rewarding whatever instances you see of the behavior you want discontinued. What was your problem?" "You stuck it out, Joanne, Not everyone could have done that. I may have failed in this one
instance, but I've succeeded in maintaining some good friendships, in getting and holding a good job, and in decorating my apartment beautifully. The woman wants more attention, the husband wants a full-time wife, and the mother wants recognition. ("You mentioned earlier that you and Gina were in Venezuela last summer. A few were watching
television and one was reading a book. Asking Leading Questions Leading Questions are the most closed-ended possible, in that they only invite agreement. To achieve success, at some point you have held you back in the past, but if you stop copping out,
catastrophizing, overgeneralizing, and demanding, that won't be the case any more. He'd lay his towel down next to hers and go right on, talking about the surf, the crowd, or whatever else occurred to him. For me, they are epitomized by a distinguished-looking gentleman I once heard telling a lady at a cocktail party, "Enough of all this talking about
me. If you disguise your beliefs and feelings in questions like, "Don't you think its getting a little late?" and "Isn't that awfully expensive?" its easy for others to dismiss them with such answers as, "No, we haven't begun to party yet!" and "We can afford it." If you want to be taken seriously, make direct statements and show that you own those
statements by using the pronoun "I," as in "I'm tired and I want to go now" and "I don't think we can afford that." Holding Back for Fear of Boring the Other Person If someone is just interested in being amused, kitty videos on YouTube or a Jimmy Fallon monologue will do. Disclosing facts and opinions is important, but if you don't disclose your
feelings, people will probably begin considering you cold and shallow and uninterested in getting close to them. According to Sathre, Olson, and Whitney, in Let's
Talk, "It has been said that we hear half of what is said, we listen to half of that, and we remember half of Listening So Others Will Talk 39 that." We all tend to hear what we want to see. Carlos narrates what happened next: "I went to Flanigan's Lounge and walked around as usual. Maybe I'll regret not following your
advice, but right now, other priorities are more pressing. Third, you may be attempting to excuse your behavior by explaining it in detail and downplaying its importance. —Felicity w When your needs aren't being met or when your rights are being violated, passively hoping that others will change their behavior seldom works. San Luis Obispo, Calif.:
Impact, 1995. 7 It is interesting to note that some 200 years ago, Benjamin Franklin wrote in his Autobiography: 2 200 Conversationally Speaking When another asserted something that I thought an error, I denied myself the pleasure of contradicting him abruptly and of showing immediately some absurdity in his proposition; and in answering, I
began by observing that in certain cases or circumstances his opinion would be right, but in the present case there appeared or seemed to me some difference, etc. 8 B. Even here, it's completely possible for you to agree with the truth, yet still reject your critics' conclusions. Demanding Perfection The things I can't have I want And what I have seems
second rate. She said she felt so frustrated and angry that she wanted to start screaming just to make Jack really listen. (Agrees with the Truth and Broken Record.) STAN: And it would give you an opportunity to keep in touch with Ida and Charlotte and Alice and Alice and all your other friends. You made me feel ashamed of you. Doing so will help you to give
some thought to differing points of view, while at the same time helping you maintain your own position. I just thought you might want to get in some tennis. "Patty, I think it's great you told your boss what you want, even if you didn't get it. Being specific, mentioning the other person's name, and smiling will certainly help in this regard. And what do
you suppose will be the hardest part of using the skills you've learned in Conversationally Speaking? Now she'll really think I don't care about her. It's less likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than is talking about the other person and more likely to provoke anxiety than it is talking about the other person and more likely to provoke anxiety than it is talking about the other person and more likely to provoke anxiety than it is talking about the other person and more likely to provoke anxiety than it is talking about the other person and more likely to provoke anxiety than it is talking about the other person and more likely to provoke anxiety than it is talking about the other person and more likely to provoke anxiety than it is talking about the other person and more likely to provoke anxiety than it is talking about the other person and more likely to provoke anxiety than it is talking about the other person and more likely to provoke anxiety than it is talking about the other person and more likely
important or emotionally charged message is being sent. I was a winner! Granted, it was only $7.50, but I was so thrilled it might as well have been a million bucks! I liked the feeling so much that I spent five hours and $32 making it happen again! Letting Others Know Who You Are 65 An older woman named Matty in Houston also had difficulty
interesting others in what she had to disclose. The researchers observed that it seemed as though the self-reinforcement mechanisms of the nonassertive subjects had broken down. "Finally," she said, "I got so fed up with the whole damn thing that I just did it—and Walt leaned over and kissed me right then and there!" SET CONCRETE GOALS FOR
USING YOUR COMMUNICATION SKILLS Many people read this book, decide they are going to work on the skills they've learned, and then don't do anything. And then our insurance will go up. Say, what's for dinner? If, for instance, you decide on a goal of delivering three compliments a day, instead of looking for things to gripe about, you'll begin
looking for behaviors, possessions, and appearances to praise. A wide variety of direct positives can be effectively delivered without words, as can be seen from this experience related by a retired engineer named Frank, whose granddaughter left him alone with her infant: When Kim left to go shopping, the baby was sleeping. Many people believe
that if they express admiration for an acceptance of their children, friends, coworkers, and spouses, these people will become lazy and begin to rest on their laurels. (Asks for Details.) MARIE: You're not pushy enough. 66 Conversationally Speaking TOM: What's wrong? After playing
the part for a while, you may end up concluding, "I just can't help acting the way I do," or "This is just my nature," and then give up trying. And, since you've paid them such close attention, it will be still more likely that they'll want to hear it! 46 Conversationally Speaking COMMON MISTAKES IN ACTIVE LISTENING Parroting Many men and women
new to active listening find themselves merely rewording the remarks of others. Either way, you are ready to change all that with Spanish 101. For example, here are a few of the rules women in a Conversationally Speaking workshop of mine in Miami revealed that they follow: I should: Always agree once my husband has announced a decision, be
polite under all circumstances, always help my children whenever they ask, check with my husband before buying a new dress, only speak up in a group when it is urgent. Whether she had been or not, before long she wouldn't be alone. Now don't get me wrong. Well, at that point, I just had to set him straight. His explanations, considered one at a
time, often do seem reasonable. Next, continue refuting your Overgeneralizations by reviewing in your mind the opposite of what the label implies: times you have been assertive, ways you have succeeded. Once you arrive at a satisfactory level of frequency with one skill, monitor it daily for a week while beginning the same process with another skill
120 Conversationally Speaking NATALIE: No. ALAN: Pretty good. People's desire for space varies with their mood. May I see a poem of his you like?" (You could also praise whatever effort or progress he makes in the three subjects he failed.) "What do you mean, 'We're going to the show.' Am I some animal you drag around without even asking what I
want to do?" (On another occasion) "I'm glad you asked me where I want to go tonight, Don. Although you're not really in danger, when you catastrophize, your body reacts as though you were, and the high level of anxiety that results is exceedingly uncomfortable. Berkeley, Calif.: Behavioral Options, 1988. The talk was well received, and so I was
surprised when a friend named Sherry came up and said, "Why are you still wasting your time with Plato?" I was tempted to strike back and inquire how she, a Physical Education major who whiles away much of her life playing badminton, could have the nerve to criticize me for my interest in Plato. And, if you want large changes, you are far more
likely to get them if you get agreements for small changes to take place over time. ME: No, I really don't care much for baseball. Mars and Venus in the Bedroom. (He crosses to center. and maybe if I turned on some music and made some coffee." Karen's efforts, she told me later, created a warm, inviting atmosphere in her home which attracted
plenty of friends, I started out on the nickel slot machines, figuring I'd lose $2-$3 and then guit. The figures are pretty grim. We just have to start exercising daily. When you use them, you make past failure an excuse for present inaction. Well the same is true for other people. The findings were conclusive and overwhelming. There was not one
assertive person in their sample who typically criticized himself and not one passive person who typically praised Organizing Your Efforts 189 himself. People only care about those with whom 58 Conversationally Speaking they are involved. For example: BEHAVIOR: "Alan, I like the way you come around during exercises and give each of us your
personal attention." APPEARANCE: "Alan, I think that new styling really highlights your eyes." POSSESSIONS: "Alan, those tan loafers go well with your khaki pants." How TO HELP OTHERS ACCEPT OUR DIRECT POSITIVES Dear Abby: My wife has a habit of down-grading sincere compliments. b. ("I noticed you have a Phillies T-shirt on. Everyone
doesn't enjoy the humor of Amy Schumer or Stephen Colbert. What was the hardest part? According to behavioral learning theory, the way others act toward you is determined in large part by how you respond. Ben decided that his participation alone was enough of a reward, ah ... "Your finger really hurts a lot." 2. If you give in, you're likely to feel
angry at the other person and disgusted with yourself. JANET: You're a little under the weather. They ask for explanations, while showing your conversational partners (much to their delight!) that you are so interested in what they have said that you want to know more. Shouldn't we stay home tonight?" "You don't think they're right
do you?" "Two hours of TV is enough for one evening, don't you think?" Asking leading questions in court has earned many a lawyer a reprimand, and asking them in social situations isn't likely to do your relationships much good either. Instead of restoring peace, this strategy typically leads to sharper and sharper outbursts of pent-up tension and, as
with Dick and Beverly, to an ever-widening cycle of emotional detachment. People consider their permission. GARY: I have to admire you if you can make a living balancing a company's books. Starting days before the event, I began vividly imagining all the
things that might possibly go wrong and telling myself how horrible it would be if even one of them happened. Wait until the week before you plan to achieve each goal before deciding exactly when you will act. (Agrees with the Critics Right to an Opinion.) FATHER: Why do you want to live there? (Asks for Details.) MICHAEL: No. I just wish you'd go
a little slower, add a few more examples, and allow a bit more time for practice. Day after day, I'd see him calmly walk up to young women and say in his husky voice, "Hi. My name's Big Al. I noticed you were sitting alone. JACK: No way. The response I got improved dramatically. There's a new Mexican restaurant opening up on the Mall. Delivering
Honest Positives 19 I knew that Tim was in no serious emotional difficulty and so I decided to change his behavior around me by responding only to his occasional cheerful and optimistic remarks. You may seek friendship, happiness, romance, a satisfying family life. Over 50,000 students have taken my workshop, and the public and professional
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response to this book has been continuous and growing. Once you have challenged your irrational demanding beliefs, it's vital that you replace them with new, rational beliefs. For example, when you ask a woman for advice, you are indirectly telling her that you value her judgment. (According to several psychological studies, simply understanding
this principle may well have a liberating effect on you, enabling you to become far less anxious in situations that were formerly troublesome.) Finally, examine your self-talk for catastrophizing, and demanding beliefs and dispute those too. I think I've done something to offend you. So if you've just met somebody, he's more likely to
agree to a cup of coffee than to a seven-course Chinese dinner. There are two types of questions you can pose: closedended and open-ended. For instance: "It's already eight-thirty. Put a big S on your calendar for that day so you'll remember. Also, if you keep your emotions bottled up inside of you, you are far more likely to develop a wide variety of
physical and emotional illnesses. *Names cited in this book have frequently been changed. New York: HarperCollins, 1991. When you employ active listening, concentrate on reflecting the feelings others express, the content, or both, depending upon what you think you may have misunderstood and what you consider most important. Where such
designations appear in this book, they have been printed with initial caps. You'll make it a point to either see or phone George during 186 Conversationally Speaking the day. If you don't nod at all (which, by the way, is a more common phenomenon than you might think), others will probably assume that you disagree with them, are confused, or are
disinterested, a single nod indicates agreement. Here are some other examples of active listening: 1.. "It's vital for you to understand that. Say the persons name: It has been recognized since Plato and Socrates that most people consider their name to be the most beautiful sound in the world and that they pay more attention to sentences in which it
appears. Either way, you get to relax and enjoy! MAKING EYE CONTACT Many people consider the eyes to be the most expressive part of the human body. Here are your options. MARK: That's a real possibility, though I'd love to live in the country. ZACHARY: I challenged George to a game of tennis and introduced myself as a lawyer—it sounds
crummy to say I collect money from candy machines for a living. He brought out a pair he said he'd bought in Kansas City—twenty years ago! After that, I realized I was just never going to win with them. You don't practice yoga, do you? As with direct positives, it s a good idea to follow these up with a question. After a while, either he or I will shift the
conversation around to what he's got in mind. (Smiles) ALAN: Could you be more specific? 84 Conversationally Speaking START SMALL You'd be more likely to lend me 50 cents than $50, wouldn't you? For instance, once Lisa had found out that I've been teaching Conversationally Speaking for about ten years, 6 Conversationally Speaking instead of
going on to a second, unrelated closed-ended question, she might have followed up with one of these open-ended questions: "How did you do to get it offered here?" "Tell me what your plans are for the course in the future." (This is an
open-ended question phrased as a request.) Having asked someone where he's from Huntsville?" "Hows the weather in Alabama different from what we have here?" "What was the best part of growing up in Huntsville?"
Having learned that someone favors keeping existing atomic power plants operating but doesn't want more built, you might ask her these open-ended questions: "How do you think we might deal with the waste the reactors we now have produce?" "What's the best way for someone to help stop more plants from being built?" Asking Questions That
Promote Conversation 7 "If more plants aren't built, what do you think the nation could do to secure additional power?" You can observe from these examples that open- and closed-ended questions should be concrete and should ask for a
specific change in behavior ("Please knock before you enter my room") rather than for a general change in attitude or personality ("Please be more considerate"). (Agrees with the Critics Right to an Opinion and Broken Record.) STAN: I don't think you're going to do this little favor for me. How TO EFFECTIVELY RECEIVE POSITIVES When you start
paying others more compliments, you will in all probability start receiving more you're frequently tongue-tied, you're probably trying to pay attention to two conversations at once: the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the one you're having with the other person and the other person an
night at the school play, I'm going to rub Walt's arm. When you're asking for a favor? After making his first catch, Mario began to lose color and complain about feeling dizzy. After a while, they may simply give up. In my seminars, I often have an exercise in which students are invited to point out some real or imagined shortcoming of mine while I ask
for details. Agree with the Truth. After she'd quieted down, I picked her way up in the air and made a funny face. You can't know other people's motives, so your inferences will frequently be wrong. F. How would you say this word? And everyone isn't going to like you. Consider these examples related by students (and the defensive remarks they might
have made): WIFE: You got sand in our camera when you took it to the river. If you come closer, you are signaling a desire to be either hostile or intimate. (Agrees with the Critics Right to an Opinion and Broken Record.) STAN: It doesn't sound like you care all that much for your fellow man, Genevieve. GEN: I'm sure it would only take an hour, but
I'd rather not collect from the neighbors. (Agrees with the Critic's Right to an Opinion and Self-Discloses.) When you totally disagree with criticism, you may wish to voice that disagreement. "You're worried about the effect this is going to have on your life." The first two responses to each example tell others how they should feel or what they should
do, or they express approval or disapproval, sympathy, or reassurance. Now, you might like it better if they acted differently and you want them to, but demanding won't bring it about. What else do you suggest. TIMMY: It's true you've never said you love me. BURT:
You're not enjoying yourself. Chances are good that if they allowed themselves to sample enough people, they would like as much as if not more than their original choice, and who would be more worthy of their trust. How indeed! Asking Questions That Promote Conversation 11 Beginning with Difficult Questions An Arizona
real estate agent named Kendy once revealed to me this trick of the trade: When a new client walks in the door, I don't ask him what he has in mind. What Sid didn't realize was that he never will arrive at that state. Now's the time for me to grow up and become my own woman." A couple who had put off going square dancing because they weren't
skillful (perfect) enough, told themselves, "It's true that we're not as good as we'd like to be. I'm going to stick to my diet. Be the first. 3rd ed City: Chicago; Los Angeles Pages: ill Pages In File: 225 Language: English Identifier: 9781260117288,1260117288,1260117286,9781565656291,1565656296 Org File Size: 11,484,371 Extension: pdf SHARON: Hello Marge
Instead of assuming that your impressions are correct and responding accordingly, with this skill you will be able to make certain that you have decoded accurately. DAUGHTER: That's likely, but it's worth it to me. And since they never try to do anything, they never do make any mistakes. Be silent. Instead, exit gracefully by telling the other person
something like, "Sorry you can't make it," or "Well, I've enjoyed meeting you," or by leaving your number and suggesting he call you at a more opportune time. Her discovery: "No one slugged me or screamed at me or called me names. I came at ten in the morning and saw most of the patients just sitting quietly in their chairs. e. (Note: This sentence
and particularly the word "usually," is valuable free information because it indicates that the man has frequently as you might. When the Beatles began singing that everyone should come together in love, Ted 176 Conversationally Speaking thought
things would somehow change. (Asks for Details.) FATHER: That. I just asked you not to take our picture and then you did it again. —Perplexed3 In all likelihood, you too have found that many people have a hard time accepting your direct compliments. (If you are especially anxious meeting strangers, turn to chapter 12 on reducing anxiety at this
point.) Although many people sit around groping for the "perfect" opener, research has shown that what you say is relatively insignificant. What about it's being smaller bothers you? This caused one piece to start tumbling off the side. (Agrees with the Critics Right to an Opinion and Self-Discloses.) MARIE: I don't know. Charley's been with Gen for
over thirty years and they're still going strong. Here are some simple ways you can use concrete goal setting to make sure that doesn't happen to you: Organizing Your Efforts 193 Nonverbal Skills Increase your use of the SOFTEN behaviors by concentrating the first day solely on Smiling. And even when you are right, others will seldom admit it.
McGraw-Hill Education has no responsibility for the content of any information accessed through the work. Speaking more slowly than usual. (Broken Record.) STAN: You know, of course, that it would only take an hour of your time. ERICA: Most people do give up, but I won't. (Open-ended questions are best, but anything is fine.) That way, when
others hear your compliments, instead of having to fumble about for a response, they can simply thank you and answer your questions. According to Johnson, when you seek idealistic goals without specifying their form, you will necessarily suffer frustration after frustration until you are demoralized and give up.13 Here, then, is a cure for IFD
Disease, a workable plan for improving your social life. Please put your clothes in the hamper before you leave" "I have a problem. Max, a midtown Los Angeles banker in his late forties, complained to me before one workshop that no one seemed to be very attentive to anything he had to say about himself I suggested we role-play a simple situation
and see what might be the problem. Maybe if the tour guide quit pushing us around every five minutes, it would be better. Olson, and C. Out of the approximately 40,000 impulses your attention on. I suppose you don't remember all the times
youve kept me waiting! Striking back is a very tempting response. Be specific: Your positive statements will be stronger and more believable if you tell others exactly what you like and make it evident that each remark applies uniquely to the person you are addressing and not just to anyone. My using this skill encouraged these students to respond in
greater depth and to examine their own thinking. If someone only wants suspense, a Stephen King novel will do. For that reason, your expressions of feeling will generally be considered to give the closest possible insight into who you are. When you want to express love or concern? But I'm afraid, and so I'd like to drive. "Because all day long, all I've
got for company is a three-year-old and an infant. With your education, you could do a lot better. Two "touchy" areas which can generally be improved upon are shaking hands and hugging. "Come on over here, youngster, and grab a hamburger." That was how my next door neighbor, Jim, brought me into his life. Adapted from S. Then, one day she
handed it to me and said, "This is for you because I love you." Well, I started to cry and we hugged each other and, oh, I'll just never forget it. Almost everyone in modern society is troubled by the lack of personal contact. The information you share provides them with a framework for deciding what type of relationship they might be able to have with
you. (By contrast, avoiding the issue and excusing their behavior would have put them in an "I'm not okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay" position; striking back would have put them in an "I'm okay—you're not okay
Constructively 101 upset. You don't have to take responsibility for your lack of progress, the rule is at fault. To arrive at your statement, silently ask yourself: "What is he feeling?" "What is he
adding at the end, "Am I right?" That way, if your conclusion was right, you'll know it and if it wasn't, the sender's response will usually speak directly to the misunderstanding. Tell me, what does the sign on this button mean?" 5. SALLY: I did in fact forget your birthday last week, but I threw you a birthday party the year before. Opinions: "I prefer
living in a small town where I know everybody." 62 Conversationally Speaking "You should invest in silver if you're really interested in making money." "I want to date a lot before I get serious about anyone." Opinions give others a more personal view of you than do facts or cliches. It may be necessary for Anna (and you) to continue using active
listening and voicing her assertion any number of times before her message has finally registered. Besides, I've got so many flaws that if there were such a thing as Mr. Right, he'd probably reject me! So, in the future, I'm going to concentrate on the good I find and be more realistic in my expectations." Demanding That Others Follow Your Rules:
When you find yourself insisting that others act the way you want them to act, ask yourself: What proof is there that they should behave differently? SaveSave for later Add a review and share your thoughts with other readers. For instance: "Ever since I met you last month, you've only wanted to get together for lunch—never for dinner or a show. New
York: HarperCollins, 1996. The fact that you chose to act in a certain way doesn't mean you have to forever continue to do so. (Agrees with the Truth and Self-Discloses.) STAN: I'm sure you'd be very good at it. I'll try to slow down before turning next time. Parroting responses like these give the illusion of understanding. Very open-ended questions
like Midge's (as well as "What's new?" "What have you been up to lately?" and "Tell me about yourself") would 10 Conversationally Speaking require so much effort and time to answer that most people give up without even trying. "Every guy she meets does that," I told myself. This must be the eleventh time this week I've talked to you about this."
"Thanks for putting your stockings in the hamper, Laura. Then monitor it every other day for a week, then once a week, then once a week for as long as you think helpful. You see, my children haven't been calling as often as I'd like, so when they do call, I've been very cold and distantsounding to them. It's especially useful to ask for
details when you think your critic may have an ulterior motive, as may be seen in the following dialogue related to me by a Ventura, California, broker named Todd: TODD: Hello. They don't provide long, involved justifications for their behavior, but they do choose to explain it. ROGER: True again. that apartment of yours. INTERFERENCE SENDER
RECEIVER Further distortion inevitably occurs when you decode the message, assigning meaning to the verbal and nonverbal signs you have received. MARK: Okay. All rights reserved. Take a neighbor of mine I'll call Dale. (Agrees with the Truth and Broken Record.) SHARON: Listen, isn't this the kind of thing that neighbors are for? FATHER: Old
enough to know better. It's just that I've been going nuts getting ready to defend my Ph.D. thesis and haven't been able to think about anything else." GETTING OTHERS TO PARAPHRASE YOUR REMARKS If you want to be certain that someone understands your messages, ask her to use active listening by saying, "I just want you to listen and tell me
what you hear me say. "So, if I want to seem special, I ought to wait till I see her again." But Los Angeles in general and UCLA in particular are so huge that months would elapse before I would see a woman a second time. Characterize situations that you can
live with them. But let this be ... 11 Based upon an interview by the author. This type of self-talk is known as copping out because it involves placing the blame for your unpleasant emotions on outside events. We need your help to maintenance this website. It's ironic that when we most
want things to go well, we are least able to make them happen. Making eye contact is a powerful sign of respect and attention. No one can argue with a broken record and so your would-be manipulator will probably soon give up. I'd love to know what you were thinking." One of many occasions on which I have found active listening to nonverbal
messages particularly important was when a college friend named Angie suddenly stopped returning my hellos. Cliche questions generally elicit cliche answers like "Pretty good" or "Not bad." Finally, Midge asked the same question every day. MYRA: I am eating rather slowly tonight, though last time we went out I finished before you. Please phone
me when you II be late. The Book to Art Book Club meets once a month to discuss a shared read and create a unique piece of art inspired by the book. I couldn't make it then, nor any of the next three times he was in town, and I really wasn't very encouraging. How do I go about doing it?" "You look lost. Handling Criticism Constructively 91 DORENEE
But the payments are $270 a month! We haven't got that kind of money to spare. DESCRIBE THE PROBLEM BEHAVIOR Next, briefly describe the behavior that is troubling you. PAMELA: You never remember my birthday. Just what do I do that leads you to say I don't care? Reducing Anxiety in Social Situations 177 Why should I continue to act the
way I have been, even though it never gets me anything? ANNA: You think I'm making too big a deal over this. It quickly became obvious that she was, in fact, leaving the other person only a second or two to reply before repeating her grievance or voicing some new complaint. MAN: It was supposed to be here ten minutes ago . COPPING OUT You
may be telling yourself that things that happen to you are "making" you feel anxious. And letting your angeresively strike out can be damaging to your performance. Further, avoiding eye contact deprives you of
the opportunity to see what effect your messages are having on others and to adjust accordingly. Here are some fairly typical examples supplied by students. This will give you still more to feel good about. (Agrees with the Truth.) Dialogue Two: Sharon Asks Marge to Baby-sit MARGE (picks up phone): Hello. Oh yes, I used to have one, but I haven't
heard from him in years." [Laughs] All this has gotten me is a big fat nothing—fewer calls than ever, in fact. STAN: Well, Gen, I'm here to give you a chance to help your fellow man. Consider the following exchanges (with the free information in italics), which are drawn from my interactions over just the past two days: 1. TOM: Nag, nag, nag. All in all,
I guess I've caused myself far more pain by holding back than I ever would have gotten by being assertive." After you have thought through what is realistically likely to happen if things don't go as you want them to, challenge your use of words like "terrible," "awful," and "horrible" to describe those consequences. You may stay somewhat upset this
way, but at least you won't become severely disturbed or depressed. 12 Conversationally Speaking Disagree with and you want to explore your differences, voice your disagreement after—not before—asking him his reasons for feeling as he does. Dozens of studies
conducted by Drs. Generally speaking, a loose handshake is interpreted as signaling personal weakness and/or disinterest in the other person, while a firm handshake indicates greater personal strength and far more warmth and liking. Before I knew better, I blindly followed a rule which said I shouldn't ask a woman for her phone number or to go out
right after meeting her. What do you say to them? Consequently, everyone is at least somewhat ambivalent about everything. Grey, J. I decided to marry her. [I did the best I could with this old car.] HOWARD: You always want to go to the movies. Can I help?" "Say, haven't I seen you at an Amway meeting? Pease, A. I felt like a man who had been
starving at a banquet. If you do put in the effort and time it will take to overcome inertia and acquire the skills, you'll receive in return a lifetime payoff: Just as with writing or reading or driving, soon you won't have to think about these skills; you'll just be using them, and benefiting from them, automatically. If you express them in a somewhat open
minded manner, your opinions can also provide others with material on which to base interesting conversation. New York: HarperCollins, 1995. ALAN: Laguna Hills. CHAPTER NINE Resisting Attempts at A/VariipulatiorL This page intentionally left blank R, .elatives, friends, and even strangers will occasionally try to get you to do things you don't
want to do by asking you over and over again, giving you lots of attractive reasons, and criticizing you for refusing. But must you therefore give to your critic's favorite charity? If you ever got a C in school and believed you deserved a B, you felt disappointed; if you got a C and believed you were lucky to have passed at all, you were happy. LYNN:
Silver could nose-dive, but industrial use is so great that it's just bound to skyrocket within a year or two. It really isn't any more involved than that. Tell yourself this in no uncertain terms, adding that you will no longer respond like a puppet on a Reducing Anxiety in Social Situations 161 string, automatically becoming anxious whenever things may
not go as you would hope. Every action requires time and effort and the passing up of other opportunities. (Closed-ended questions are fine, so long as you don't pose too many of them in a row.) Stating an opinion also works well, and certainly works better than just stating a fact. I'd like us to get together sometime. There are several ways you can
increase the chances of having that happen: Be specific: Add names, dates, and places to your disclosures. If none of them wants to, it will be unfortunate, but I'll certainly survive. ELLEN: (Quietly.) It's hard to save. [What do you know about the working world? In addition, positives will be more believable if you do the following: 1. Let's talk about
you. Gunther, Sense Relaxation (New York: Macmillan, 1968). Don't return the same compliment to others that they have expresed to you. Use dual perspective: find something to say that the other person is also likely to want to talk about. So when Mel comes home and I ask him, 'How'd it go today?' I really want to know. People who pin this label on
themselves after failing in one area of their lives often have close friendships going. Wassmer, A.C. Making Contact, 2d ed. ERICA: Anything but that, Berny. Crossing your legs away from the other person, and pressing your legs together are closed positions, which may well indicate to others that you are tense or uninterested in
contact. We usually talk about our jobs or our kids or some bit of news. If I haven't gotten what you said right, you'll try again until I do. If you are author/publisher or own the copyright of this documents, please report to us by using this DMCA report form. Why should 1. TIMMY: I say them now—156 Conversationally Speaking JOHN: —I don't
know what you're talking about. Taking Charge of Your Social Life. Praise delivered publicly in this manner is even more valuable than praise delivered privately. VDOC.PUB Authors: Garner , Alan PDF Download Embed This document was uploaded by our user. If she kept on ignoring him, after a while Big Al would just say
"OK. What is there about our sharing the bedroom that you don't like? Affirming your abilities and past successes helps build your self-confidence and helps others see that you have a positive self-image. —Aristotle Otarting conversations with strangers is easy—if you know how to go about it. Someone who wants to know what you're really like will
come a lot closer knowing your views on politics, money, and love than merely knowing you grew up in Florida and are a librarian. I just weighed myself—and I've gained another 3 pounds! We have got to start doing some physical exercise regularly. Call or stop by the Thomasville Library circulation desk to join or email Samantha Hanchett at
marketing@tcpls.org. New York: Simon & Schuster, 1993. FEELING: I'm thrilled by the way people have been turning on to me since I've been asking open-ended questions. You look much too young. Further, they have found that these skills can be learned in a relatively short time. Had I changed the subject, explained why I taught the class as I did
or told Michael the problem was that he was slow, I never would have received the benefit of his valuable insight and Conversationally Speaking might never have been improved. Love Is Never Enough: How Couples Can Overcome Misunderstanding, Resolve Conflicts, and Solve Relationship Problems Through Cognitive Therapy. g. "You may be
right, but I do." 2. I'd like you to join us." Although I hadn't originally been attracted to her, I accepted because it didn't sound like a "date," it did sound enjoyable, and it wouldn't require much time and effort. 4 Conversationally Speaking ALAN: Yes. In one workshop, an office manager named Anneke complained that she has tried to give people a
chance to propose a solution, but no one ever has. Thomas County Public Library, North Madison Street, Thomasville, GA, USA An intro yoga class that moves slowly through a simple vinyasa sequence while focusing on alignment and breath while working on strength, balance and flexibility. ALAN: Hey, I haven't seen you in a while. When you sit with
someone at a table, you can encourage emotional closeness and unity by taking a seat on an adjacent, rather than opposite, side of the table and even by sitting facing the same way and turning slightly. The adjectives you used 26 Conversationally Speaking made it come alive for me. to lunch on Thursday at Bersodi s. You did look me in the eye, but
you still said it a little too softly. ROGER: Why do you say that? I'll just try the next woman." Reducing Anxiety in Social Situations 159 The role that beliefs play in causing emotional reactions was further illustrated for me when I got to know Grant and found out that he wasn't in the least bit anxious when starting conversations with men or with
licensors do not warrant or guarantee that the functions contained in the work will meet your requirements or that its operation will be uninterrupted or error free. And then they can you." It was hard responding to what he had said. As self-disclosure proceeds symmetrically and as trust builds, the content of the disclosures typically deepens. The
other person will be attracted to your loveable act. Anna started a number of conversations with people she met on the street and began asking students she barely knew to come to a party she was planning. "You just said you like your job, but you frowned. I recall how a woman once detailed at such great length why she found me unique that I began
feeling like a freak. Your past social failures don't prove anything about your future. (Agrees with the general truth, they also self-disclose. Second, strive to maintain dual perspective. Ask her if your conclusion is correct. Making eye
contact is a prerequisite for successfully interacting in social situations. The third response, the active listening response, would 44 Conversationally Speaking probably have quite another result. Please help us to share our service with your friends. TED: You like the roller coaster best. It's easy to achieve dual perspective: Just ask the other person
what activities interest him. If you don't, your point will probably be lost. Perhaps the most common (and the most self-defeating) of these limit expressions of emotion. (Agrees with the Critics Right to an Opinion and Self-Discloses.) Critics will often present you with value judgments as though they were truths, and your most constructive response,
once again, is to agree with the critic's right to an opinion. There are some girls who lack support and are pushovers. No one is every totally happy or completely satisfied with every aspect of life, and conflicts soon crop up even in the best of situations. (Remember: It doesn't matter what your mental state really is. It wasn't easy to figure out how to
work it, but once I did, it was a big help in drawing up my estimates. (Agrees with the Truth and Self-Discloses.) Handling Criticism Constructively MARIE: But. As Fritz Perls, the founder of the Gestalt therapy movement, put it: The pictures of the world do not enter us automatically, but selectively. Ellis and Beck have applied the scientific method of
looking for real-world evidence to back up these beliefs and have shown that each is irrational, illogical, unprovable. I'm not saying that you shouldn't demand that others act any way you want. Is this any way for an old man like me to act? GLORIA: Actually, this is my first one here at Earl 52 Conversationally Speaking Manning's, but / used to go out
dancing every night when I was living in Manhattan. Look how the artist painted it all with dots of color. Especially good prospects may display their interest by smiling at you, looking at you more than once, or having their arms and legs uncrossed or their legs crossed toward you. Setting goals cannot only increase your use of communication skills, it
can change your outlook on life. I'm curious to know why that is." "When 48 Conversationally Speaking I mentioned skiing in Vermont just now, a little grin came over your face. Now I know how Cinderella felt! MONA: Sandy, a friend from—oh, let's just say from when I was young—would take out this lovely shawl and start knitting it whenever I was
over. NATALIE: No. ALAN: Right. MARGE: I agree it'll be hard for you, but I just want to—(Agrees with the Truth and Broken Record.) SHARON: I know, I 
others how available you are for contact and how interested you are in what they have to say. £Oh, the usual.' Then he turns on the TV and that's that." Midge had been making several simple errors: First, her inquiry was too broad in scope. Since you can't be certain that criticism will always prove to be inaccurate even when you disagree with it, you
can certainly agree with the critic's right to an opinion. Everyone doesn't admire Chief Justice Roberts or Megyn Kelly. Marge, I think you're alone too much nowadays. Overgeneralizing about others (Asks for
Details.) MARIE: Well, you've been at the bank eight years . I agree, though I can't help but enjoy Dr. Art Lange's funniest opener: "Hi! I'm Art! How do you like me so far?!" CHAPTER SEVEN Issuing- Invitations That Are Likely to Be Accepted This page intentionally left blank THERAPIST: If you wrote the story of your life, what would you title it?
Whenever you give yourself a reward, go one step further and praise yourself for meeting your goal. Not Owning Your Statements Many people camouflage their expressions of opinion. I'm particularly interested in this problem for a personal reason. The second day, put SO on your calendar and concentrate on smiling and on maintaining an open
posture. Citing proof will most effectively help you to back up your disagreements. However, if you press your legs against each other or cross them too tightly; others may well conclude that you are sexually interested. You can deliver a third person positive by telling it to someone within earshot of the person to whom it is intended. Gilroy, The
Subject Was Roses (New York: Samuel French, 1962). The worst that happened was that some of the people I tried to talk to didn't respond much and some of the students I invited said no, or accepted and then didn't respond much and some of the students I invited said no, or accepted and then didn't respond much and some of the students I invited said no, or accepted and then didn't show up. ALAN: Oh, about ten years. Interpersonal communication begins /^impersonally. If I say, "Gee, Hon, you look nice in that
dress," her reply is likely to be, "Do you really think so? When you speak to children or to grown-ups who are seated, if you want to make your communication a sharing process between equals, a communion, put yourself at their height instead of hovering over them. 134 Conversationally Speaking TOM: Haven't you ever been late and not called?
ANNA: You don't think I've been practicing the behavior I'm asking from you. ALLEN: I certainly am late today, though IVe been early every other day this month. 184 Conversationally Speaking Wendell Johnson, writing in People in Quandaries, coined the term UIFD Disease" to characterize this problem. Is that right?") Finally, propose a specific
time when the two of you will review how the solution is working and if any Requesting Changes are needed. But I'm willing to work long hours, and I've got a set of Pam Lontos's tapes. Where is it written? Imagine, if you will, what might happen to Bobbie's friendship with Gale if she didn't self-disclose and frequently had dialogues like
this: GALE: Put down your work for an hour or two and let's go swimming. Body language is literal. Feelings differ from facts and opinions in that they go beyond describing what happened and how you view what happened and convey your emotional reaction to what happened and opinions in that they go beyond describing what happened and how you view what happened and convey your emotional reaction to what happened and convey your emotional reaction to what happened and let's go swimming.
or sit at your desk. Nothing Happened? 82 Conversationally Speaking M, .ost people respond to others in reactive ways. If that doesn't happen, you can simply continue to shake hands and pat her on the shoulder. Nine times out of ten, as you reach for her shoulder, she'll put her left arm around your waist, drop the handshake, and hug you. That's
Not What I Meant! New York: Ballantine, 1992. You're not the first to say that, and it's true that I haven't any gray hair or lines on my face. If the other person doesn't follow suit, return to the original position and begin again. Obeying rules like these usually makes success impossible. COMMON MISTAKES IN ASKING QUESTIONS Asking Questions
That Are Too Open-Ended Midge, the wife of a university administrator, said at a recent workshop in New York that she's becoming bored with her life. Event Emotional Reaction Starting a conversation ^^ High anxiety * Low anxiety conversation doesn't respond. But how can you agree with criticism that is plainly wrong? He found that, while all his plainly wrong? He found that, while all his plainly wrong? He found that, while all his plainly wrong? He found that is plainly wrong?
demanding had accomplished nothing, being open and friendly himself gave others a reason to be open and friendly in return and got him exactly what he had wanted all along. The problem with this rule is that life isn't like that: something is always "wrong." Just as paranoids find threat in everything they see and hypochondriacs find illness in
everything they feel, so perfectionists can always spot error. With this baby, I'll be so far ahead of them, they'll never catch up to me! At the end of this interchange, Dorene said that she thought her objections had received no consideration whatsoever. I almost felt like I was learning about a stranger. This was brought home to me dramatically
tonight while I was driving to the library to finish this chapter. Say nothing about the other persons character or personality. This ritual serves sometimes to simply acknowledge the presence of another and sometimes to make it clear that each party is receptive to opening the channels of communication to more substantive exchanges. ALAN: In San
you have to make the same choice in the future. Otherwise I'll have to call all over town to find somebody else. The things I want to do I can't And what I have to do I hate.12 — Don Marquis Reducing Anxiety in Social Situations 173 People often follow the rule that everything about themselves and others must be perfect before they will take a risk.
Sid knew all the skills and was good at refuting his irrational beliefs, but he was waiting to be completely relaxed and sure of success before asserting himself. When someone asks you a question while you're active listening, simply reflect the meaning or the feelings that you think lie behind the message. I tried to really let her feel how much I loved
her. Talking about old slights and grudges is unlikely to accomplish anything. MARGE: Thanks Sharon, but no thanks. If you're stingy or hold back altogether, you won't take your future promises very seriously. The people you meet want to know about you do
for fun; where you've been and where you're going; and how available you are for future contact. "I have a problem . CHARLEY: Are you really wasting this beautiful afternoon watching football? Failing to acknowledge the validity and intensity of the emotions of others tends to increase their intensity, while demonstrating understanding by active
listening tends to have a cathartic effect. CONSTRUCTIVE ALTERNATIVE Step One: Ask for Details This alternative involves two step, the first of which is ask for details.6 Criticism is often given in generalities ("I don't like your attitude." "You don't care about me."). TODD: Hi, Charley. You Just Dont Understand: Women and Men in Conversation.
Like a reporter, all you do is pose questions designed to find out who, what, when, where, why, and how: Who did I embarrass? THERAPIST: You don't invite them to see you again? What's your secret?" "What's that you're working on?" At a laundromat: "Where do I put the detergent in?" (The woman I asked this of hilariously described the time she
added too much and Starting Conversations 77 returned later to find an avalanche of suds all over the place! We then discussing our own experiences with vitamins.) "Excuse me, where do I put the detergent in?" TALKING ABOUT THE OTHER
PERSON Most people like to talk about themselves and will be pleased to respond to your questions or comments. (Agrees with the Truth and Broken Record.) BERNY: All right, how about Hollywood Pizza? PERSONAL SPACE Space isn't empty; it is rich with meaning and plays a major role in shaping your relationships. Note that Christy stuck to her
point and didn't allow Mark to get her onto a new subject. Who? She concretized it to read, "At least three times a week, I'll ask someone at work to have lunch or to spend a coffee break with me. With the divorce rate the way it is, you're almost bound to fail. New York: Fawcett, 1996. Berent, J. You may have made mistakes, but those mistakes haven
made you anything. I'll be sure to ask again next Tuesday. GEN: I know it might not make sense to you, but 115 116 Conversationally Speaking I'd just rather not. So when you achieve your goals, and whenever else you do something that you like, get in the habit of letting yourself know how pleased you are: "You did it!" "Congratulations!" "I'm proud
of you!" "I did great right there!" And when you praise yourself, be careful not to sneak criticism into your self-praise: "You did it, but you could have been a little less awkward." "That was OK, but you'll never get anywhere at this rate." "She said yes, but that was just out of charity." In fact, even when the other person doesn't respond as you would
prefer, praise yourself for meeting your goal and for trying, and look for a better way to handle the situation in the future. BEVERLY: (Shouting as Dick closes the door.) Dick! Someone who criticizes you usually wants most of all to have her objections and feelings listened to and taken seriously. What's your recipe for this?" 27 If someone never acts
the way you wish, you can praise the behavior of others who do act in the desired fashion. (Agrees with the Truth and Broken Record.) BERNY: OK. JANE: I'm not kidding, Peter. Burns, D. It is a statement describing a specific performance. Do I have bad breath? But I'm afraid of an accident and so I'd like to drive. Why must I act this way? If his pupils
expand, the trader knows his customer is interested. To keep our site running, we need your help to cover our server cost (about $400/m), a small donation will help us a lot. When the exercise ended, she sank back in her seat, declaring, "That was fun, but if I ever acted that way in my real life, other people would think I was overpowering." The rest
of the group was unanimous in disagreeing. 124 Conversationally Speaking In each of the following situations, determine who owns the problem: A woman is upset because her steady spends Friday nights playing baseball. I saw that whenever she approached a man or woman, or was approached, she smiled weakly and crossed her arms. I didn't
clean up my room.") This does a far better job of showing your critic that she has been heard than does just saying, "Yes" or "That's right." If you intend to change in response to the criticism, agreeing with the truth and then stating what you expect to do differently will normally restore harmony. Last week, I experienced the significance of making
positive self-statements while running on the track at Cal State Long Beach: BILL: You're only running three miles? Didn't I tip the waitress enough? In what way? Now, all Grant has to remember her by is a picture that he secretly 157 158 Conversationally Speaking shot and had blown up to life size. Active listening also helps you solve the age-old
problem of not having anything to say. He proposes that you use the word SOFTEN to stand for each of the following key nonverbal signals: Smile Open posture Forward lean Touch Eye contact Nod If you have hitherto been generally unexpressive, the SOFTEN behaviors may seem much too forward to you. FATHER: The way you're going about it,
the only thing you'll be experiencing for some time will be trouble. Think back to the first time you tried to read or write your name or ride a bike or drive a car. What do you think of meT Incidentally, you will find being sincere and maintaining dual perspective of tremendous importance in effectively using all the other skills covered in this book as
well. (Agrees with the Critic's Right to an Opinion and Self-Discloses.) BECKY: I think you should quit your job. I became a nervous wreck well before my guests even arrived. Grant and his friend, Nancy: NANCY: You were supposed to call me yesterday. OPINION: Women should be hired on the same basis as men. If the other person is not rude or
self-centered, she will probably soon begin asking you questions and working out settlements for all these disputes—all that had been terrifically rewarding! From now on, I think it would be better for me to tell them to settle their own
problems. Asserting Yourself: A Practical Guide for Positive Change. Requesting Change 133 PETER: I'd like to do something, but we tried last year, and it didn't work. (Active Listening.) SUE ELLEN: Right. A final, and extremely important, reason for delivering Delivering Delivering Honest Positives 21 positives is that they help to produce an open and
supportive climate in which people around you can grow and realize their potential as human beings. Few people ever smile in the mirror and consequently, many are unaware that their smiles don't look like smiles to other people. I just moved into town. And that, as they say, was that. He started crying terribly and ran away. [And you always want to other people.]
play cards.] 100 Conversationally Speaking JOYCE: I don't think you should quit your job. What you doin? Why should everything be perfect anyhow? Facing others directly (as opposed to "giving them the shoulder") and leaning forward are two other very important ways that you can show that you have high regard for your conversational partners
and are fully involved in what is going on between the two of you. Before concluding your conversation, you'll be certain to issue your invitation. BOBBIE: I agree that I need exercise to keep healthy, but I've got to defend a client in court tomorrow, so I can't swim today. LISA: Where do you live? San Francisco: Harper and Row, 1992. Bring a mat, if
possible. I certainly don't like hearing that sort of thing. Finally, one of us will just make up some excuse to go. (Answer: getting the car moving.) What's the hardest part of your five-minute-a-day covert rehearsal time to vividly
picturing 194 Conversationally Speaking yourself using the skill and receiving a warm, positive response. It may well be that he wants to get together with you but doesn't enjoy the activity you suggested or is already committed for the time you proposed. Both What? This below-the-surface purpose of preliminary conversations became all too
apparent to me last week when a new neighbor dropped by for a chat: NEIGHBOR: Say Al, do you like baseball? You bet it is! How TO MAKE YOUR DIRECT POSITIVES BELIEVABLE It is advisable to be honest with your direct positives. Reason and Emotion in Psychotherapy. Look her or him in the eye as you deliver your message. (Agrees with the
Truth and Asks for Details.) FATHER: Look, Elliot, I know you're not "one of them" and your mother knows you're not "one of them," but what will your neighbors think? This is vital if you are to become more self-confident and outgoing. I suggested to Midge that she read the campus newspaper and her local paper daily. Maybe if I keep myself open
for a new relationship with another man and really make an effort, things will work out next time. Your teacher tells me you're especially fond of Alexander Pope. If you tell a coworker how intelligent and creative you find 30 Conversationally Speaking him and then ask for $5 until payday, its unlikely your praise will be prized. An ancient Greek
philosopher named Epictetus once summed it up when he observed that, "Men are disturbed, not by things, but by the views they take of them." Shakespeare expressed the view that, "Nothing is good or bad, but thinking makes it so." Building upon that theory, Dr. Albert Ellis, founder of the Rational-Emotive Therapy (RET) school of psychology, and
Dr. Aaron Beck, Professor of Psychiatry at the University of Pennsylvania, have isolated the beliefs people hold which 160 Conversationally Speaking bring about severe anxiety (as well as guilt, depression, and other debilitating emotions). When you're about to start a conversation with someone you don't know? Add a review and share your thoughts
with other readers. The effective use of space requires that you consider more than how far you are from others. And I had concluded that they weren't interested in me, so I began to do the same. Recording your rates will enable you to see exactly how you're doing. Now, if he has skillfully followed his compliment with a question, all you need do is
smile, thank him, and answer. That's a promise. For example: LARRY: I'm having a great time. As I brought out a serving tray piled high with chicken, I was so worried about it falling that my hands and legs shook. ALAN: Anything else? Picture the colors, smell the odors, hear the sounds of your scene as clearly as you would in real life. MICHAEL:
There's something about the way you teach this class that I don't like. HUSBAND: Those kids certainly keep you busy. A problem is yours whenever you are the person whose needs are not being met. I see Donny now and then at Safeway, but he won't talk to me. SANDY: Toyotas certainly have sleek lines and good mileage. ELLIOT: What don't you
like about my moving away? Out of a sense of modesty or because they simply can't think of other ways to reply, they often deny the validity of your praise and thus discourage you from paying them more compliments in the future. Most people think that some of us are born with the "gift of gab" and some of us aren't. Its certainly not my fault that long they are born with the "gift of gab" and some of us aren't. Its certainly not my fault that long they are born with the "gift of gab" and some of us aren't. Its certainly not my fault that long they are born with the "gift of gab" and some of us aren't. Its certainly not my fault that long they are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us aren't. Its certainly not my fault that long they are born with the "gift of gab" and some of us aren't. Its certainly not my fault that long they are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and some of us are born with the "gift of gab" and "gab" and "gab
don't fill their bill. LOU: Yeah, well, my babys been sick, so I've had to spend more time at home. This type of compliment tells people in a straightforward manner what it is you appreciate about their behavior, appearance, and possessions. (Self-Discloses and Broken Record.) SHARON: Marge, it would be such a help if you'd say yes. What I am
suggesting is that working to bring about those changes is far more likely to produce the results you desire and far less likely to upset you emotionally. Many of these men don't believe they should openly express love and caring for their mates. TOM: Do you think I should have gotten us a
cab? Are you from Philadelphia?" Sometimes, your free information will consist only of a general impression: ("You seem well versed in Chaucer. Putting it off is only getting us fatter—and I know neither of us likes the thought of getting to fix only getting us fatter. On a general impression: ("You seem well versed in Chaucer. Putting it off is only getting us fatter—and I know neither of us likes the thought of getting to fix only getting us fatter. On a general impression in the case of the
This has always been true for all your experiences, including those unrelated to your social life. Your working out a specific time to check up on the agreement become part of your continuing relationship. I should say, "Wonderful son, you're well on your way to becoming a garbage man!?" NO!
just haven't been hard enough on him. First, if you don't understand the other person, ask for details. Should you get turned down without an explanation, suggest another time or activity anyway. Typical ritual openings include: "Hi." "How do you don't want anything. [Look, there area down without an explanation, suggest another time or activity anyway. Typical ritual openings include: "Hi." "How do you don't want anything. [Look, there area down without an explanation, suggest another time or activity anyway. Typical ritual openings include: "Hi." "How do you don't want anything. [Look, there area down without an explanation, suggest another time or activity anyway. Typical ritual openings include: "Hi." "How do you don't want anything. [Look, there area down without an explanation, suggest another time or activity anyway. Typical ritual openings include: "Hi." "How do you don't want anything. [Look, there area down without an explanation, suggest another time or activity anyway. Typical ritual openings include: "Hi." "How do you don't want anything. [Look, there area down without an explanation, suggest another time or activity anyway. Typical ritual openings include: "Hi." "How do you don't want anything. [Look, there area down without an explanation, suggest another time or activity anyway. Typical ritual openings include: "Hi." "How do you don't want anything. [Look, there area down without any the activity any want and the activity any want any the activity any want and the activity and the acti
 talkers and there are doers. Topsfield, Mass.: Salem House, 1988. I want. Personal territories also differ between cultures. It's usually pretty much on time. NOTES! C. While you have a good deal of control over those of others. Finally, you can pacify your critics by allowing them to see that you are
Self-Defeating Rules You may be adhering to rigid rules of conduct which are impairing your ability to be socially effective. How can I do that? You know, she's not going to be around forever." How you handle critical observations like these plays a major role in determining the quality of your relationships. Bower, S.A., and G. I hear they have a
Tuesday night special: All you can eat for $3! Like Genevieve, Bill, and Erica, when you use Broken Record, you'll be able to hold off even the most persistent manipulative attempts. Your direct assertions are more likely to be followed if you make them one at a time. Here are some examples which further illustrate how this skill works: SON: You don't
care about me. The girls seem to constantly tattle on each other to me, while leaving all the other adults alone. Their careers are often thriving or they are often thriving or they are often doing well in school (or in at least one subject at school). PETER: Yeah, yeah. If that's the case, he'll usually make the reason clear and the two of you can then make alternative arrangements
I had a huge blowout in the fast lane of the San Diego Freeway—just what a friend had said was likely to happen if I bought cheap tires. All these can be used as take-off points for conversation. GEN: Gee, you're right in saying it would be a good Resisting Attempts at Manipulation turn and it would help you out, but I'd rather not collect from the
neighbors. TALKING ABOUT THE SITUATION Starting a conversation by talking about the situation you are both in is usually the best of your three options. ARRIVING AT A RESOLUTION Once your message has been received, it may be accepted, rejected, or an alternative may be suggested which better meets the other person's needs too. I'm
bored and uncomfortable." Like verbal communication, nonverbal communication involves skills which can be improved with understanding and practice. As a psychiatrist once told me, "Failure is the price you pay for success." Similarly, no one receives unanimous approval. Once you arrive at a solution, use active listening to reinforce the agreement
in both of your minds and to be certain each of you has achieved the same understanding. I paid you back, didn't I? Frequently, this defensive technique causes minor disagreements to snowball into full-fledged arguments. But that means that four out of ten people, tens of millions of people across the country, don't like him or what he's doing.
FATHER: Yes, you did, but it says something. By the time I got off work, I was just too tired. Kendy's advice applies to social occasions as well. In planning your goal for the week, it's often a good idea to specify exactly when you're going to fulfill it, and to show yourself you mean business by recording your goal next to that date on a calendar. When
Carlos realized how obviously self-defeating his actions were, he disputed his catastrophizing about how "horrible" it would be to ask someone to dance who turned out not to be alone and drew up what was for him a rather severe concrete goal: "Beginning as soon as I enter a discotheque, if I'm not talking with a woman, I'll ask one to dance at least
every third song." He decided to reward himself this first time by getting his racket restrung the next day. I designed it with exactly that thought in mind!" CHAPTER THREE ListeningSo Others Will Talk This page intentionally left blank ACTIVE LISTENING Active listening is a remarkable way of responding that encourages others to continue
            while enabling you to be certain that you understand what they are saying. DICK: Boy, talk about being mad. Open-Ended How? But I like the handling of a Nissan better. For the same reason, no one is a failure. In Sense Relaxation, Bernard Gunther portrays nonverbal communication in the following way: Shaking hands Your
expressions Your appearance Voice tone Hair style Your clothes The expression in your eyes Your smile How close you stand to others How you listen 140 Conversationally Speaking Your confidence Your breathing. I'm going to have to invite my mother to move in with me." a. Tell the other person, "So we'll be certain we understand each other, let's
do something new. Dialogue One: Stan Asks Genevieve to Solicit for Charity STAN: Uh. Taking Advantage of Free Information 13 How TO TAKE ADVANTAGE OF FREE INFORMATION When you will note that your conversational partners are often dropping little pieces of free information like those above. After a while, I felt like I
was an FBI agent interrogating suspects rather than a man trying to make pleasant conversation with the people next door. SOUND CASUAL You shape the responses of others more than you might realize. So their way of encouraging others is to take the attitude that "enough is never enough" and to endlessly find room for improvement. To bring
someone from a closed position to an open one, first mirror the closed position long enough to establish a good connection, then gradually shift to an open position. Do? When a driver won't take you home, when a friend's cigarette causes you to cough, when a friend's cigarette causes you to cough, when a defective TV, you are the person who owns the problem. New York:
Perigee Books/Putnam, 1987. CHAPTER ONE Asking Questions That Promote Conversation This page intentionally left blank c Ocott,* a 52-year-old construction contractor, reporting on his efforts to talk to his neighbors: I tried, I really did. ROGER: You're right, I don't want to give that up. JANE: That's true, but that doesn't mean we can't succeed
now. Say . BEHAVIOR: "Oh, I'm just doing my job." APPEARANCE: "I think the stylist cut it too short, myself." POSSESSIONS: "You like these old shoes?" Whatever the reason for this problem, there is something you can do to make compliments with
questions. If a man or woman prefers to be friends with someone richer or more conservative or more interested in stamps or antique cars than I am, that's fine. Further, these questions will help you to see that the fact that you have acted a certain way in the past doesn't mean that you must continue to do so in the future. When? Great!" Not only did
I feel good because I started getting what I wanted, but he became more confident and spontaneous because he knew he was pleasing me. You may find it easier to remember it in chart form: Behavior ^- Rewarded *~ Ignored ^ Increases >- Decreases To carry this point one step further: People are more likely to continue acting the way you
want them to if you reward them for doing so than they are if you punish them for acting differently. Poets have long referred to them as "the windows to the soul." So important are they to communication that when the police want to protect the identity of someone whose picture they publish, they think it sufficient to cover only the eyes. GEN: Oh,
that's too bad, Stan. 3. You'll be surprised to find that when you concentrate on your conversational partners rather than on yourself, it will be far easier for you to think of things to say. I'm just not the motherly type. Beyond Shyness. As usual, that got a laugh out of her. Woititz. OTHER POSITIVES You CAN USE Third-Person Positives. Simple. "Too
bad you didn't get the raise. Catastrophizing self-talk like this causes your stomach to churn, your skin to perspire, your adrenal glands to pump adrenal in into your brain and toward your muscles. STAN: Genevieve, I need a little more help this year. What do you do to keep in
shape?" Compare these for probable impact with a compliment I received last week from a young lady I met while walking on the beach: "I like you . SUE ELLEN: I want to go home. ACTIVE LISTENING DEMONSTRATES YOUR ACCEPTANCE If you were to find yourself in each of these problem situations, which of these three responses do you think
would be most helpful: 1. What's your secret?" "Don, I think you have the best build of anyone at school. Listen to people who typically respond reactively and you'll often hear them passively grumbling about how "things never seem to work out," when it would be more accurate for them to say, "I never even try." Most men and women who are
socially successful actively work to bring others into their lives. (Asks for Details.) MICHAEL: The material—it's all useful, but there's a lot to learn. Instead, consider the following assertive option. (Agrees with the Critic's Right to an Opinion and SelfDiscloses.) LYDIA: With a baby on the way, you should double your life insurance. When a president of
the United States has a 60 percent favorable rating, he's regarded as being unusually popular. )9 Chances are good that you would take more risks—and in real life—Anneke found that when she made it a point to stop talking and silently count to 20,
others regularly did come through with a proposal for meeting her needs. 5. (Agrees with the Critic's Right to an Opinion, Self-Discloses, and Broken Record.) BERNY: Erica, nobody sticks to any diet. The fault may lie simply in the type of questions you ask or in the way you phrase them. What made you decide to select that style?" TURNING
NEGATIVES INTO DIRECT POSITIVES When you set your mind to it, you can almost always find some way to turn destructive praise. When they did arrive, I was so worried about silence that I couldn't think of anything to say. We shared our own experiences, which led to a fun time trying to converse in rusty high school
French. But in reality, you only cause yourself more problems. For instance, if inviting a coworker you presently don't know to dinner at your home seems hard, you could divide that goal into these steps: On Monday, I will say hello to B., smile, and ask an open-ended question. You can't. When he mentioned that a neighbor was helping him fix his car,
or that an exciting performer was coming to town, or that he had run into an old friend, I smiled and nodded and asked him open-ended questions. How you happen to know so much?" "You seem more relaxed than when we last met. New York: Van Nostrand, 1971. But rather than accepting that impression as fact and turning cold toward her (in
which case she might have concluded that /was rejecting her), I used active listening: "Are you saying you don't want to see me anymore?" I asked. I wonder if you'd consider playing racquetball with me Saturday morning at the Y." 2. JACK: The heck we can't! When you want something bad enough, you can always find a way. The problem may simply
be that you are standing too close. Then ask if she's interested. This page intentionally left blank CHAPTER THIRTEEN Organising Your Efforts This page intentionally left blank JL/ike most people, you probably have idealistic goals for the future. ALAN: Is that all you can say? "Stop crying! It doesn't hurt that bad." c. I don't understand. ALAN: When
is the airport transit bus due? Then I realized the third song was starting, so I took someone's hand and danced 192 Conversationally Speaking with her—and told myself how proud I was that I had started right away to keep my goal. New York: William Morrow, 1994. No one is totally shy. Mars and Venus Together Forever: Relationship Skills for
Lasting Love. Mazlish. Before I returned to California, he confided that those moments with me were often the best part of his day. Where? NATALIE (looks down and says softly): No. ALAN: Natalie, if you said "No" to me like that, I wouldn't think you really meant it. Exactly how do I act when you say I turn you off? "When you hogged all the time."
"When you spoke for 30 minutes after you had been allotted 20." "When you embarrassed me." "When you took half an hour to walk over here." Bring up just one problem behavior at a time—bring up several and the other person is likely to feel overwhelmed and retreat. I told her
that, according to Piaget, children her son's age are normally selfish. Furthermore, 94 Conversationally Speaking it promotes heated arguments and causes people to lose respect for each other ("I try to reason with him, but all he does is scream. But, then again, you can usually find some way to agree with it while affirming what you believe to be the
truth: PATIENT: I don't think you're really a doctor. To them, you're thinking whatever you show them you're thinking.) Conveying Meaning by Motion 145 Uncrossed arms and legs crossed toward the other person or spread slightly apart are open positions, which will probably be interpreted as signaling that you are relaxed and interested in making
closer contact. CHAPTER TEN Requesting* Change This page intentionally left blank I was tired and ready to have my sister drive me home. I don't know what I thought was so 'horrible' about rejection. You do the best you can with what skills you have, but the skills you have often aren't right for the job. McCroskey, J., and V.P. Richmond. Second,
"How'd it go today?" sounds more like a cliche question intended to open the lines of communication than a genuine request for information. 162 Conversationally Speaking If you do run away, you will be rewarded with an immediate and dramatic drop in your anxiety level. Interpersonal Communication and Human Relationships, 3d ed. For example,
"I like your jacket." "I like your jacket too." Praise like this sounds perfunctory, as though it is being voiced merely in order to say something nice in return. (Agrees with the Truth and Broken Record.) Dialogue Three: Berny Asks Erica to Break Her Diet ERICA: Well, Berny, where shall we eat tonight? Had this been a real dialogue, their relationship
would likely have suffered and Jack would have denied himself the very real benefits that might have come from taking Dorene's advice into account. The last chapter will provide you with a workable way to structure your efforts, should you require it. For example, a student of mine once disclosed to me after class, "You go through day after day at
work feeling miserable and you wonder, 'Why should you break your back when a big fat nothing is all it gets you? So before long, you find yourself interestingly requires not only that you list facts but that you tell how you
relate to those facts. Bear in mind that they are no better than anything you are likely to come up with and that saying anything is better than saying nothing: In a classroom: "What do you know about the teacher?" "I was absent yesterday. Then I tried being positive, saying things like, "I'd love it if you'd push just a little more gently." Or, "That's
terrific. CURTIS: A lot of men have died unexpectedly. Well, Gen, here's your chance! GEN: This would be a good chance to keep in touch with my old friends and meet the people down the block, but I'd rather not collect from the neighbors. it's a shame to be alone. 10 Related to the author by Dr. Peter Glaser, who was
once a lifeguard at Coney Island. MARGARET: I'm depressed. Weiss, L., and L. When we desperately want to do well on a test, our memory goes blank. Deana told me that, despite this, she sat next to Walt for a full thirty minutes, pretending to watch the play while silently catastrophizing about how "awful" rejection would be and insisting that Walt
(being the man) really "should" be the assertive one. preceding the message with "ahhh" f. New York: Perigee Books/Putnam, 1993. Praise yourself each time you advance a letter. Jeffers, S. Shyness: What It Is and What to Do About It. Reading, Mass.: Addison Wesley, 1990. But Pete
kept calling and we finally got together last February in San Diego. Your Erroneous Zones. Besides, I'm always ready for a good hamburger! As we got to know each other, I learned that Jim shares my delight in going for long walks by the water, and the next week, that's just what I invited him to do. You know, each of us has to chip in if we're going
to save the environment. Knapp, M., and G.R. Miller, eds. If he hasn't, you can smile, thank him—and perhaps even tell him how you feel about the compliment. Knapp, M., and G.R. Miller, eds. If he hasn't, you can smile, thank him—and perhaps even tell him how you feel about the compliment. Knapp, M., and G.R. Miller, eds. If he hasn't, you can smile, thank him—and perhaps even tell him how you feel about the compliment.
Nonverbal messages are often even more difficult than verbal messages to interpret correctly. Handling Criticism Constructively 95 When did I ignore you? Paradoxically, the more you listen to those worries, the less able you are to do well.) Active listening encourages you to set aside this troublesome self-talk, to get involved with what the others are
relating, and to experience deeply what they are feeling. Also, you can tell such a person what you want and, sometimes, even offer praise in advance for doing it, as illustrated by Melinda's efforts to alter her husband's way of giving a back rub: 28 Conversationally Speaking When my husband would push too hard or rub me the wrong way [laughs]—I
mean too vigorously— I used to put up with it as long as I could and then angrily shout, "Stop it!" He would freeze and stiffen up and it totally spoiled the mood. Instead, I ask what type of place he's living in right now. Each person tries to find out whether there is enough to share to make a relationship worthwhile. He was delighted that everyone was
having so much fun and was moved by the way they were becoming closer to one another. (Say "I'd like you to drive me home now," rather than "Doesn't this table seem a trifle small?") When you want and how much you readly want it often is not clear. ANNALISE: No thanks.
The Transparent Self. It was always the same. But I'm enjoying my job and I plan to keep it. If I got all As and one B, Dad would ask what I did wrong to get the B. It's true my mother raised me to think that being feminine means following—not giving—orders. (Active Listening.) DONNA: Yeah. You as a person are an evolving process. Day after day
he would stand in the background as she walked to her classes, studied in the library, and ate lunch. If we move in there, we won't see each other as much, and our marriage is likely to suffer. Unfortunately, these research findings have appeared, for the most part, only in academic journals, and the skills involved are taught at only a handful of
universities. GRANT: Gosh, I'm sorry. Zimbardo, P. Instead of deciding, for example, that you want to get to know more people, you might decide that you want to smile at five people you don't know each day and talk to one of them for at least two minutes. If the realtor isn't willing to risk, and accept, the "failures" that go with trying to sell the house,
she'll never succeed. This led to our discussing whether learning a foreign language helps students better understand other peoples, and I feel discounted." ". If you find that your relationships often die before they really get going, it may well be that you aren't telling others enough about who you are. Repeated smaller and slower nods indicate
general understanding and will tend to encourage others to expand upon what they're saying. MARGRET: No, she's out buying ingredients for a birthday cake were going to bake. Also, being heard, understood, and accepted without criticism by you will inevitably lead others to feel more positive about themselves, warmer toward you, and more
interested in hearing what you have to say. Besides, general truths frequently contradict one another: A stitch in time may save nine, but, then again, haste makes waste their time like this? While this is true, your conversational partners are likely to answer open-ended questions at consistently greater length because they actively
encourage speaking freely. It's just that I don't want to be alone tonight. Sometimes when I'm casually writing down figures, I'll start thinking about the thousands of dollars they represent and I'll get nervous, afraid I've made a mistake. These skills are like tools. Consider the risk that Timmy takes in this scene from The Subject Was Roses as he
attempts to express his love for his father: TIMMY: . Consider this experience Wayne, a Los Angeles ice cream company executive, wrote me about: Friday, I took a young man named Curtis to a banquet that's held every year to honor new Eagle Scouts. Letting Others Know Who You Are 59 GARY: I'm pretty new here myself. Mexican food is just too
fattening and I'm going to stick to my diet. THE WORK IS PROVIDED "AS IS." McGRAW-HILL EDUCATION AND ITS LICENSORS MAKE NO GUARANTEES OR WARRANTIES AS TO THE ACCURACY, ADEQUACY OR COMPLETENESS OF OR RESULTS TO BE OBTAINED FROM USING THE WORK, INCLUDING ANY INFORMATION THAT CAN BE
ACCESSED THROUGH THE WORK VIA HYPERLINK OR OTHERWISE, AND EXPRESSLY DISCLAIM ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Our book club brings the art out of literature. Butler, P.E. Self-Assertion
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for Women. And you'll be there all alone! ELLEN: I can take care of myself. This is Sharon. New York: Ballantine, 1990. (Asks for Details.) MANDY: Well, it is shaping up to be an awfully long walk. To take advantage of free information, all you do is make a comment or ask a question about Come on! You'll like it! ANNALISE: No thanks. (Asks for Details.) SON: No. FATHER: Is it because I didn't buy you candy? These interchanges occurred during the course of a workshop for therapists: EDWIN: You're always late. Marsh, P. I've only got a year to go, and I know I will. He for	
more than occasional guilty phone calls. You may also find the techniques of agreeing with the critics right to an opinion of value here. Most, echoing critical voices from the past, find something to lament. GEN: You're right. Rather than put a trademark symbol in an editorial fashion only, and to the benefit of the trademark owner, with no intention of infringement of the trademark. 7. My name's . People differ in their needs and in their taste: for some, the house will be too big or too small; for others, it will be too close to downtown or too far average.	
Both in tears, they embrace. I enjoy myself immensely, the kids have a good time, and everything manages to get done anyway. And self-disclosure plays a vital role in helping to get them involved. You will often disagree with your critics' predictions about the consequences of your behavior.	ior: "If you go out walking tonight, you'll probably get mugged."
"If you keep spending so much on clothes, you'll wind up in the poorhouse." "You're gonna get fat, eating so much spaghetti." You can't be absolutely sure that you won't be mugged, wind up in the poorhouse, or get fat. Now we'll be late for the show. BURT: You'd rather he gave us more you say before replying. Then, add a rational self-statement, such as: I may have held back in that instance with that person, but that doesn't mean I'm shy. Year after lonely year he stuck it out. (Yawns.) Do you mind if I take a little nap in the back while you drive? The first step is to think	about whether criticism directed at you is accurate or likely, in
your estimation, to come to pass. [Next time, don't ask me to bring it. Phillips, G.M. Communication Incompetencies: A Theory of Training Oral Performance Behavior. (Contrast my response with the message I might have sent Bill—and myself—had I replied: "I guess my three miles is not cite general truths in urging you to do what they want you to do what they want you to do. Everyone in the neighborhood likes you. New York: Funk and Wagnalls, 1993. Nonverbal signals don't usually convey messages all by themselves; rather, they normally tell others how you feel about the verbal messages you	
if I tell her she did a great job cleaning up the house, her response might be, "Well, I guess you haven't seen the kids' room." 24 Conversationally Speaking I find it hard to understand why she can't accept a compliment without putting herself down. This is a common complaint, and so we facts like, "The bus is late today," or "Apples went up 5 cents a pound," you haven't involved the other person and so she is left to try to involve you by asking a question or voicing an opinion—which she may well not do. How'd you get involved in that? This left me regularly having to either the standard of the regular tree in the standard of the regular tree in the standard of the regular tree in the regular tree in the standard of the regular tree in the regular tree i	role-played a sample situation. Am I right?" 2. When you recite
year, instead of escaping as soon as possible after the banquet, I took Curtis out for a malt. Favorably compare the person's behavior, appearance, or possessions to others'. A correctly written concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which concrete goal has the following characteristics: It Is Specific: It describes one behavior which characteristics: It Is Specific: It describes one behavior which the following characteristics: It Is Spe	annot be confused with other behaviors. It seems like it would
be such a cheerful place to wake up in." And I said, "Thanks, Eve. DONNA: We never go anyplace. All of these labels are nonsense—faulty conclusions based upon faulty reasoning. Meet and chat with Tallahassee author, Bruce Ballister. Events don't cause emotional reactions. I can't tell the Contact Us page at www.mhprofessional.com. MARGE: I agree, it would be just like being alone. New York: Crown, 1994. "I love you! I am hot with passion!" was too forward. This resulted in his meeting almost no one, since people are just as friendly as they are, no matter what Ted	
Vintage, 1973). I don't matter to anyone. You should sound relaxed yet firm. She and her boyfriend hadn't held hands in the three times they'd been out together, so she decided to be assertive. "Is that right?" "No," the sender would probably reply. Even if you don't intend to change, you with the truth and admitting that your behavior may be a problem for the other person. ME: Well, I'd like to do that sometime, but I'm afraid it might not go well with yoga. Since that time, I'm pleased to say, we've become good friends. When someone criticizes you? That's right, I said no	will improve the situation by assertively saying so after agreeing
and I never saw her again. and I feel that you don't care about me." ". Or why didn't it make them both feel calm? c. Read no more than one chapter per sitting, and begin using each skill immediately after you learn it. True enlightenment, as the saying goes, means "lightening up" on you	rself. JEAN: Why yes, this is only the second time I've been
here. 144 Conversationally Speaking I suggested to this gentleman, as I backed into my desk in a futile attempt to get farther away, that what he considered a comfortable distance for social and business exchanges was, to many others including myself, an intimate distance. I replied, "You have a five-day loan till payday. But I think if I try hard, I can make this marriage work. 76 Conversationally Speaking After you have asked your question or make your st	
free information you may want to follow up. My own favorites include: "If you could be anyone in history, who would you choose? Lange. I retreated to the bathroom, where I calmly threw up. For example: Instead of saying. But as with walking and handwriting and all the other skills you beck, A. A worried expression crosses the other person's face as he looks down, folds his arms in front of his chest, and says to you gravely, "I know you're really busy, but I The third time we got together, while strolling hand-in-hand, I told her how much I looked forward to taking her	ve ever learned, after a while you'll be doing it automatically.
or ticks, and after the other person shifts position, wait a while before you shift. (Agrees with the Truth.) GALE: What do you mean, "No thanks"? OK. 166 Conversationally Speaking Failure Is the Price You Pay for Success Besides saying that past failures can influence what you'll do in the	e future, labels say that past failures can determine how you'll
do. 74 Conversationally Speaking Members of the opposite sex who are attracted to you may show you in several additional ways, such as combing their clothes, rubbing some part of their bodies or an object like a cup or a chair, or letting you catch them looking shifting it away. ROGER: I can see how you might think I'm likely to fail. But I'm excited by the chance to do something new, to make a lot more. Modeling makes it easy for others to reveal themselves. "You shouldn't let him get you down. Van Buren, "Dear Abby," Los Angeles Times, Dec	
they are, especially among lonely people, openers about yourself rarely stimulate conversation. One 16-year-old student of mine named Anna made a personal project of finding out what really happens during a rejection. McGraw-Hill Education eBooks are available at special quantity discorporate training programs. If the coffee break goes well, I'll invite B. Once I understood the situation, I began practicing smiles in the mirror and then trying them out. The Beginning This page intentionally left blank v JLou now know all the skills you need in order to become a good contains the situation.	
BERNY: In fact, I think it would be psychologically healthy for you to loosen up a little, Erica. While I'm with that person, I'll share something about myself and ask at least one open-ended question." For her reward, Mary decided to either have an especially nice lunch or to ride the bus h	ome instead of walking. I don't think you really want to go. Or
cutting wood—with a shovel. Here are some examples cited by students: Waitresses Barbara and Carol: BARBARA: Carol, your clothes don't look so hot today. Fundamentals of Human Communication. His second reply: "To tell you the truth, I don't think Picasso has had a whole lot new that have you heard about this movie?" "What made you decide to see it?" At a market: "I notice you're buying artichokes. MERLE: I respect your opinion, Jane. Answering these questions will show you that there is no reason why others should act any differently than they do and that upsetting these questions will show you that there is no reason why others should act any differently than they do and that upsetting these questions will show you that there is no reason why others should act any differently than they do and that upsetting these questions will show you that there is no reason why others should act any differently than they do and that upsetting the properties are the properties of the properties of the properties are the properties of the properties are the properties of the properties of the properties are the properties of	g yourself by demanding changes won't help the situation at all.
Tell me, why do you think solar energy isn't being developed more quickly?" To a policeman: "I'd like to join the force. Consider, for example, Charlene and Zach's experiences: CHARLENE: Shortly after I met Donny, we talked about children. What a failure you are! DAVID: Well, in this is week. She simply called me up and told me, "Alan, a bunch of us are getting together at my place for Sunday brunch. I've always wondered, why me? Besides, I'm old enough. Glaser and A. (Agrees with the Critics Right to an Opinion and Self-Discloses.) LINDA: No butter for me; Pat. I de	
written this book to fill in this gap and teach these skills in an interesting, straightforward, and nontechnical manner. Requesting particulars will enable you to find out exactly what the other person's objections are. Improving your social skills will take both reading and lots of consistent, face lets others know what emotions you are experiencing while the rest of your body reveals how strongly you feel them. That's just my roundabout way of saying that I want you to spend more time with me!" WHEN AND How TO USE ACTIVE LISTENING Active listening is especially us	dedicated practice. Cain. GEN: Really. Generally speaking, your
mean going out of your way to be with people and use the skills taught in this book. Among those few who are stirred on to great achievement by this strategy, fewer still enjoy their success. Don't give me your opinion or try to solve my problem. Some years ago, I invited my neighbor, Management of the skills taught in this book.	ario, to go fishing. The uploader already confirmed that they had
the permission to publish it. I got it camping this weekend with Doreen." Glen: "I've never been camping and I'm curious to know what you enjoy most about it.") You may even go back and bring up free information which you passed up previously. Signals: How to Use Body Language for us take it for granted when people around us act in ways that please us. For example the statement, "I worked in Europe in 1994," 68 Conversationally Speaking is less likely to be believed than is the more specific, "I taught English in Malmo, Sweden, during the summer of 1994." Instead	
"happy," and "upset," show how you were feeling by painting word pictures. At her suggestion, I observed her socializing at a cocktail party. No one is ever totally calm or 100 percent behind any action. No problem." Then he would get up and walk over to another young lady he wanted to Downplaying Feelings 1. As usual, openended questions will do the best job of promoting an in-depth response. 20 Conversationally Speaking ABBY: I help supervise a group of Brownies. DICK: We'll discuss it in the morning. So if you avoid looking at someone, he will assume that you are	
wherever you are looking. Your strategy here is simple: (1) deliver your assertion, (2) be silent, (3) use active listening to reply to the defensive response, (4) repeat steps 1, 2, and 3 as often as necessary to have your point heard. Here are some examples of openers. during a coffee break	Ellis, Beck, and other behavioral scientists, as well as the
experience of the over 20,000 psychotherapists who practice RET, have demonstrated that people who challenge their irrational ones for them are able to dramatically reduce their anxiety. Allow the other person time to reflect on what you have said, to project a woman he was attracted to, he'd watch her, waiting to be certain that she was alone. Thomas County Public Library, North Madison Street, Thomasville, GA, USA We get it, you don't know anything more than "tacos" & "margarita", or maybe you've taken a decade off. Your reward in the contraction of the co	nust be something that you genuinely want: perhaps clothing, a
book or record, sports equipment, camping gear, rich food, a long walk, a scenic drive, a day in the country, a movie, an hour to work on a garden. When you won't even give her a hearing, you both leave the problem unresolved and you compound it by conveying personal disregard. This StartingConversations This page intentionally left blank. Tannen, D. You may use the work for your goal as a strictly prohibited. ELLIOT: I don't know. Then, rehearse covertly by vividly imagining yourself carrying out your goal as	
yourself. 6. Last year's dinner hadn't worked out at all—the Scout and I mostly ate our food and sat there in silence. (Agrees with the Truth and Broken Record.) STAN: You know, the United Way does a lot of good for people in disasters like those floods in Texas—and even when that dan	broke in L.A. GEN: They certainly do, but I'd rather not collect
from the neighbors. See how much clearer he would have been had he owned his statements by beginning each with "I": "I went through day after day at work feeling miserable and I wondered, 'Why should I break my back when a big fat nothing is all it gets me.' So before long, I found resume. When you disclose feelings like these to others, you encourage them to identify with you and to share their feelings in turn. Are you busy? When he became negative, I ignored him. Often, criticism will be delivered to you in uncategorical terms, using words like "always" or "never	r" to describe your behavior ("You're always late." "You never
ask for my opinion.") or labeling you ("You're stupid [a failure, slow, selfish]."). DORENE: Besides, I've read that the police hate sports cars. For the past couple of years, he's been the only one who's remembered—and boy, am I glad! VIRGINIA: My son brought me flowers one time—and was sitting around coughing, my big brother wheeled up in his sports car, said, "Get in," and whisked me away to Delivering Honest Positives 33 Skyline Park on the top of Mt. Wilson. A second kind of defensive response to criticism is to deny it out of hand. Of course not! You may agree	
Eye: How People Interact. Bodytalk: The Meaning of Human Gestures. Don't you know that a Toyota is a much better car? Everyone asks questions, but few people know how to ask questions in ways that effectively promote conversation. If this occurs, you won't be able to really experient speaking more loudly or softly than usual. Timmy goes to him. People behave the way they perceive their relationship with you, their past relationships, the situation the two of you are in, the role models they have the way they perceive their relationships.	ce as your own the warmth and acceptance that will be given.
caution before we begin: Just as reading a book about skiing won't, by itself, make you a more skillful skier and reading a book about bodybuilding won't, by itself, improve your muscle tone, so simply reading this book won't do much for your social skills. Your right to use the work may be	e terminated if you fail to comply with these terms. Requesting
Change 127 STATE THE CONSEQUENCES After you have claimed ownership of the problem and have described the problem behavior, state the consequences of that behavior. Pick one skill from this list that you would like to start using more often. INTERFER might say in this example. When he tried to re-establish what he felt was a comfortable distance, they would back away again and it sometimes seemed as though he was chasing them around the room. You knew that for the time being he had blotted out both the past and the future. Be	
your original intent—to have some need met or some right respected. Your solution must satisfy that intent or your efforts have been in vain. Verbal Skills Conversationally Speaking has taught the skills of asking open-ended questions, delivering positives, self-disclosing, active listening, offering you a beer. He may have been too anxious to talk to Dana, but he wasn't shy around his parents, around his dormitory chums, around clerks at the supermarket, and so on— which is to say he wasn't shy around 95 percent of the people he met! Now, how reas	
his behavior with 5 percent of the people he sees? What's yours?" (If you want his full name, reveal your full name.)	m alone too. It Depends Solely on Your Action: Since you can
only control your own behavior, it really isn't fair to base your success or failure on the responses of others. He appeared to be talking about me. Whether he was right or not, it is certain that all behavior is assigned pants better. A simple and helpful way of using concrete goal setting is to pick at least one goal to work on each week. For our purposes, we will group these beliefs into four categories: copping out, catastrophizing, overgeneralizing, and demanding. So pay attention to these silent signal	s and adjust to what you see, but be mindful that appearances
can be deceiving. There are four progressively deepening levels through which communication generally passes: cliches, facts, opinions, and feelings. Hardness is being up tight Conveying Meaning by Motion 141 cold, separate, giving yourself and other people a hard time. STAN: You collect from the neighbors in my place. Why did you choose that brand?" 78 Conversationally Speaking At a restaurant: "Mind if I join you? Is Laurie around? Why, you could fit the whole thing into your room here. Just when we are most concerned with speaking well, we begin to stumble	
exceedingly skillful verbally, yet she was seldom able to sustain a conversation beyond a few minutes. (Agrees with the Truth and Self-Discloses.) MOTHER: You really should give up selling used cars and come into the family business where you belong. TOM: In some ways, yes. When you on them when I went in to take a shower." "I have a problem. Since most of the people they encounter are also waiting, all too often everybody ends up frustrated. When you have a point to make to people who are especially defensive or angry, use active listening to diffuse their tension as	left your clothes on the bathroom floor this morning, / tripped
left me hanging around, expecting a call tht wasn't coming. Tell me what you want for dinner tonight and it's yours." Delivering Honest Positives "What an idiot! How could you be so stupid as to fail three of your five subjects?" "I'm glad you like English, Tony. With everyone else, you see	he was just as grumpy and negative as ever. Except as
permitted under the Copyright Act of 1976 and the right to store and retrieve one copy of the work, you may not decompile, disassemble, reverse engineer, reproduce, modify, create derivative works based upon, transmit, distribute, disseminate, sell, publish or sublicense the work or any phoned that night to tell me how tremendously pleased he was with what I had said about him and to invite me to a dinner party. But does it necessarily follow that you can't even buy a nice new outfit, eat out, see a first-run movie, or go away from home on vacation? It's just a matter of the work of the	
the time and this is the place and you are the one!" NODDING Nodding plays a little-recognized role in shaping communication. By junior and senior high school, virtually all school children are experiencing at least some pressure from friends and classmates to start experimenting. Ellis, their chief accountant. Soon as she drove away, Joy started crying up a storm! I picked her up and held her close to my chest as I rocked back and forth and sang "Twinkle, Little Star" over and over. The comments of completely positive people are seldom accorded much credent	
are on cocaine. ALAN: I'd say it's about seventy-five miles north of San Diego. Don't use profanity, as it often serves only to increase defensiveness and inflame situations. Arabs have practically no desire for personal airspace. CLIENT: No. I think that if they really liked me, they'd do the	nviting. "I have a problem. Do you jog? 4. If they haven't got any
jobs, why don't they just say so? It's my experience that 20 percent of the people you ask will decline, and they will usually apologize, saying they're expecting a friend or have lots of work to do.) At a party: "How do you happen to be at this party?" (Australian communications expert Allar somewhere before?" His most memorable answer: "Probably, I work at the zoo." Some psychologists favor opening remarks which directly convey your interest in the other person. Face the other person directly. You can also promote the process of self-disclosure by modeling the responsi	es you want. However, though it may be cathartic on a
temporary basis, striking back often causes great harm to relationships. You may be insisting, for instance, that people should be friendlier or more considerate toward you than they are, or that they must agree with you or love you when they don't. If you stay farther away, you're "saying making contact. On Thursday, at the conclusion of lunch, I'll invite B. That's too hard a question to start out with. Only Nothing Happened "You're always late." "You'll catch cold if you leave without a jacket." "You should come over to see your mother	
general point, however you phrase it. Let's get started working out every day and let's stick to it this time. Instead, they generally lead them to conclude that you don't take their feelings seriously, or that you have little faith in their ability to solve their went: ALICE: I don't like a lot of things about you. ("So we've agreed that each of us will phone if we'll be over fifteen minutes late and that the other person will set the oven on "Warm" when that happens so the food won't overcook. CLIENT: Yeah. But what did my father do when I smili	own problems. Here's how one such exercise in Long Beach
"What," I asked him, "did you do on your last vacation?" He replied, "My wife and I drove to Vegas and stayed at the Union Plaza and spent a full day gambling. But using these skills will do little to let them see what your world is like. It might come in handy some day. Faber, A., and E. W	hat could I do? One study found that assertive people
compliment themselves frequently while nonassertive people often put themselves down. Since most people who criticize you probably expect you to respond defensively, make sure your voice carries no hint of sarcasm. like I'm watching everyone, but I'm not really a part of it all—I don't Record.) BERNY: Look, one day off your diet won't kill you. (Yoga supplies limited.) Thomas County Public Library, North Madison Street, Thomasville, GA, USA We get it, you don't know anything more than "tacos" & "margarita", or maybe you've taken a decade off. The following lists sh	
Morris, D. I'm interested in you," her body language was saying, "Go away. In what types of situations does anxiety get in your way? Lisa, a 22-year-old saleswoman, conversing with me prior to a workshop: LISA: How long have you been teaching this class? Or, you can tell it to someone shut, his entirie body stiffens as he fights to repress what he feels.) I love you. 42 Conversationally Speaking d. Just imagine how Mary Jane's husband must feel! BEVERLY: That's not what I want to talk about. I agreed, just because I thought that's what he wanted to hear, but the truth is	
years. "I'll bet you're secretly pleased to be living with her again." c. Remember: You can't not communicate. MARGE: I agree, but I just want to relax at home by myself tonight. ("You're irresponsible." "You're thoughtless." "You're no good.") And lastly, be certain that you don't substitute	thoughts and inferences for feelings: " . How do you attain
goals like these? If, for example, you're ready to close a business deal or issue an invitation, it's wise to wait until the other person is in an open position. "If you could spend a week anywhere in the world, where would you choose and what would you do there?" 14 Conversationally Speak begin asking open-ended questions. For instance, rather than saying, "I want to Organizing Your Efforts 185 stop avoiding Jesse," you might say, "I want to invite Jesse to have lunch with me today." It Is Measurable: You can tally up how often you perform your target behavior over a give	n period of time. The first discloser reveals himself little by little
in the hope that when the other person begins seeing him as he is, that person will be encouraged both to learn more and to join in the unveiling. JANICE: Oh, well look at Mr. Perfection. Handling Criticism Constructively 97 ALAN: Are you saying you wish I'd cut down on the number of sources of sources of the constructive of sources of sources. If you've seldom had a source of sources of sourc	
great deal of notice. Why? If your description is vague, the other person may well not know what you mean and is unlikely to meet your needs. Notice how Anna didn't let herself get thrown off by Tom's last remark. (Asks for Details.) SON: Yeah. Not only are you off the hook, but you're e	ven rewarded for obeying your rules and backing off from risk-
taking with an immediate and dramatic drop in your anxiety level. If you listen to your critics nondefensively, you will frequently find yourself agreeing that much of what they have to say is valid, accurate, or pretty likely in your opinion to come to pass. (Self-Discloses.) FATHER: They'll tright. I washed and waxed it all morning and your noticing makes me feel great!" BEVERLY: My sister said something like, "I love this room. And that's where personal contact comes in! Max tried again, this time in writing, with this result: Grace and I drove to Vegas for a taste of bigtime.	e gambling. Resisting Attempts at Manipulation 119 How TO
TEACH CHILDREN TO RESIST PRESSURE TO USE DRUGS A study by the national classroom publication Weekly Reader found that 25 percent of fourth graders say they are under "some" or "a lot" of pressure to use alcohol or other drugs. It sometimes gets kind of embarrassing. So, we enjoyable and nurturing ones. 12 D. In fact, no matter what response I got, I felt pretty proud of myself for trying. They confuse who you are with what you've done in one small area of your life. Think about it: No one gets unanimous approval. It's vital that you start immediately, or you may be a small area of your life.	
MARGE: That may be, but I just want to relax at home by myself tonight. On Tuesday, I will talk with B. One such person, who made \$150,000 last year working sixteen-hour days, recently confided to me in all apparent seriousness that, with his brains, he really should have pulled in \$30 now. CLIENT: I don't know. Further, by self-disclosing, you avoid the frustrating and self-defeating strategy of hoping others will be considerate of your feelings are. Considerable psychological evidence suggests that this "negative	
GRANT: Oh, you're always so busy, I bet it was no big deal. TOUCH Touching is a silent way of saying, "I care about you" and "I like you." Often, touching expresses sentiments that words alone can't convey at all. "You keep yawning, and I wonder if you wouldn't rather go home." If you've	e drawn no conclusion, you might simply want to state what you
have observed and then ask the other person for an explanation. She'd always give him spare change, but when she'd need a dime to make a phone call, he'd run away. CHARLOTTE: I agree that we all need to do our part, but I wouldn't feel comfortable collecting newspapers. SUE ELLE now, you'll lose your shirt. If you're serious, this is the time to get started. ADD MORE STEPS If a goal you've framed appears very difficult or arouses in you a good deal of anxiety, divide that goal into subgoals. For example: "Where are you from?" Asking Questions That Promote Conver	sation 5 "Do you go jogging?" "Shall we have dinner tonight at
5:30, 6:00, or 6:30?" "Do you think all atomic power plants should be shut down?" Closed-ended questions are valuable for getting others to disclose specific facts about themselves that you may wish to explore in greater detail ("I was born in Detroit, but I grew up in Huntsville, Alabama definite positions ("Six o'clock is fine with me." "I don't want those we have shut down, but I don't favor building any more either.") While they have a definite role to play, closed-ended questions followed by awkward silences when they are used exclusively. "I grew up in Huntsville, Alabama definite positions ("Six o'clock is fine with me." "I don't want those we have shut down, but I don't favor building any more either.") While they have a definite role to play, closed-ended questions followed by awkward silences when they are used exclusively.	
because the same nonverbal expression (such as a smile or crossed arms) can be indicative of several widely differing emotions. I'm going on a diet., and A. Your Perfect Right, 7th ed. When you're as late as you are tonight and don't call, all the food ends up overcooked. By clearly telling	others, "I have a problem, "you greatly lessen the chance that
they will become defensive and greatly increase the chance that you will resolve your conflicts with them. (Asks for Details.) STAN: Well, as you know, I collect for the United Way every year. All that warmth—it had been there all the time, but it had taken a real smile to bring it out! To E to do when you want to signal others that you are relaxed, comfortable, and interested in meeting them or in becoming better friends has been suggested by Arthur Wassmer in his fine book Making Contact. We've missed most of the play already because you're here an hour late, so I'd li	others, "I have a problem, "you greatly lessen the chance that KPRESS LIKING: SOFTEN An excellent way to remember what se us to just call it a day and try again another time."
they will become defensive and greatly increase the chance that you will resolve your conflicts with them. (Asks for Details.) STAN: Well, as you know, I collect for the United Way every year. All that warmth—it had been there all the time, but it had taken a real smile to bring it out! To E to do when you want to signal others that you are relaxed, comfortable, and interested in meeting them or in becoming better friends has been suggested by Arthur Wassmer in his fine book Making Contact. We've missed most of the play already because you're here an hour late, so I'd li (Ownership Statement, Feeling Description, Statement of Consequences, Behavior Description, and Direct Assertion.) "Please don't ask my mother to talk about her childhood in the future. ELLIOT: Dad, I can see how you might think that. One time when I was little, I really tried to keep the state of the play already because you're here an hour late, so I'd li	others, "I have a problem, "you greatly lessen the chance that KPRESS LIKING: SOFTEN An excellent way to remember what we us to just call it a day and try again another time." my shoes in shape, and they lasted for a record six months.
they will become defensive and greatly increase the chance that you will resolve your conflicts with them. (Asks for Details.) STAN: Well, as you know, I collect for the United Way every year. All that warmth—it had been there all the time, but it had taken a real smile to bring it out! To E to do when you want to signal others that you are relaxed, comfortable, and interested in meeting them or in becoming better friends has been suggested by Arthur Wassmer in his fine book Making Contact. We've missed most of the play already because you're here an hour late, so I'd li (Ownership Statement, Feeling Description, Statement of Consequences, Behavior Description, and Direct Assertion.) "Please don't ask my mother to talk about her childhood in the future. ELLIOT: Dad, I can see how you might think that. One time when I was little, I really tried to keep ELLIOT: I think I'll enjoy living near the ocean. If you become tense whenever you're in situations like these, you have probably concluded that the events themselves cause your reaction: Event Starting a conversation Emotional Reaction ^ High anxiety That, however, really isn't the case TOM: I wish you'd never taken that darn Conversationally Speaking. Except as permitted under the United States Copyright Act of 1976, no part of this publication may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without the prior of the play already because you know, I collect for the United States Copyright Act of 1976, no part of this publication may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without the prior the United States Copyright Act of 1976, no part of this publication may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system.	others, "I have a problem, "you greatly lessen the chance that KPRESS LIKING: SOFTEN An excellent way to remember what we us to just call it a day and try again another time." my shoes in shape, and they lasted for a record six months. at all. The same is true for conversational tools and skills. It written permission of the publisher. I'm a photographer for the
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