

Developing Relational Skills of Emotional Responding

Unproductive Responses



Emotional Need/Hurt



Typical Unproductive responses



A classic communication gap develops _____
"We just can't communicate!"

"I feel hurt when..."
"I'm needing some reassurance that"
"Some affirmation and encouragement would really help"
"I'm just feeling down and I don't know why"

These responses always *miss* the target of meeting or healing emotional issues

Facts, Logic, and Reason

"I wouldn't have done that if..."
"That's just the way "

Criticism

"You're sure sensitive!" "I wouldn't have hurt you if you..."

Complaints

(My Hurt/Need) "Well, I'm hurt too, you know." "Yes, I wish you would..."

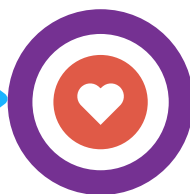
Neglect

"Let's just change the subject!"

Emotional Responding



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Emotional Responding



Always Include:

Understanding **Empathy** **Gentleness** **Reassurance**

and often times must include confusion!

This brings healing, understanding, fulfillment and closeness

Examples of Productive Emotional Responses

- I can really see that you're hurting (or _____)
- I don't like to see you hurting.
- It saddens me to see you so fearful (or _____)
- I deeply care about you and love you.
- I'm committed to going through this with you.
- I genuinely regret my part in hurting you.
- Can you share with me how I've hurt you... and how it made you feel? I want to understand and make it right.
- I now see that I hurt you by my _____ and that was wrong of me...will you forgive me?