



## Communication Model

### Speaking Your Truth

From Heatherash Amara

## First and Foremost I Have to Come from my Heart

From what intention does this need to communicate come? The more love and care I give myself, the more I have it to shower on others in unlimited supply. Does the need come from the deepest place in my heart, or do I have ulterior motives (control, safety, status, rigidity)? Is the reason I'm *not* speaking it to "be nice," or am I just uncomfortable in the face of someone else's anger/hurt. First and foremost I must be clean and clear on these questions, and become clear on how I am honoring myself. Then I'm ready to communicate. Follow steps 1-4. ***If you are not in a situation where your receiver is trusted (or in the workplace), then simply skip #3.***

*Excerpt taken from SOS Outreach (Durango, CO) fall training where mentors and snowboard instructors learn to work together as a team to get two very complex sets of tasks completed in a short amount of time with the youth they serve. Often times there is tension or frustration because both roles are very important, and each member of the team is highly driven to do so their best work with the kids, which are really two separate agendas.*

1. **Observable Fact:** I notice that we aren't able to get through all of the mentoring tasks and snowboard tasks
2. **Thoughts:** I am thinking maybe we are trying to do too much in a short period of time
3. **Feelings:** I get worried by this as I'm the kind of person who wants to be perfect, get everything done that I'm supposed to get done
4. **Desires:** I'd like to come to a compromise that feels good, so we know the kids are learning character SOS stuff, and how to snowboard, and actually having fun.

Observation (this should be what any good scientist can observe, factual)

- I notice your face is red and your voice is louder than usual **versus** You look like you're ready to blow your top, what the heck is wrong with you?
- Your dog never shuts up! **Versus** I hear your dog barking each morning from about 7 to 9

Thoughts

- This makes me think you are upset about something
- This makes me think you might not know your dog is doing this

Feelings

- I feel concerned you seem so upset
- I feel really frustrated as this is my writing time

Desire

- I'd like to see you be able to rally for the kids, and address your feelings after the kids leave.
- I would love you to find a solution to the barking so that I can make my deadline.