



DIALOGUE GUIDE

Managing Frustrations


Purpose of This Dialogue



Everyone experiences frustrations in their relationships. It is a universal experience. What is not universally known is that a frustration is actually a wish in disguise.

Understanding our frustrations in the context of the past helps identify patterns in our current relationships, and sharing a frustration as a wish helps build safety and mutual support for how the wish can be responded to and the Frustration mitigated.

By using the structured, three-step dialogue with a commitment to Zero Negativity, we are able to turn frustrations into wishes.



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Sharing a Frustration

MAKE AN APPOINTMENT



I would like to talk about a frustration I experience. Is now a good time for you?

Yes, I'm available now.



Connect Non-Verbally: Make eye contact and take three deep breaths in sync.

EXPRESS AN APPRECIATION



First, I would like to give you an appreciation. I appreciate that _____ (something special or important about the Receiver)

 *Mirrors*

If I got that, you appreciate that I _____.



 *Checks for Accuracy*

Did I get it?



i Verifies Accuracy



Yes, you got it.

i Acknowledges Appreciation

Thanks for sharing that!



Thanks for receiving it.

DESCRIBE A FRUSTRATION



Now I'd like to tell you about a frustration I experience (in my close relationships, workplace or community). I am frustrated when I experience _____ (frustrating behavior).

Note to the Receiver: If you get overloaded, raise your hand and say: "I'm overloaded, let me try to mirror you back so far."



i Mirrors

Let me see if I've got it. You said the frustration you experience is _____.



i Checks for Accuracy

Did I get it?




Yes, you got it.
- or - Yes, and I also said _____.

 Shows Curiosity

Is there more about that?



Receiver continues mirroring, checking for accuracy and asking “Is there more?” until the Sender says: “There is no more.”

 When I experience that frustration,
I feel _____ (angry, sad, scared, etc).

 Mirrors

If I got that, when you experience that
frustration, you feel _____ .




 Checks for Accuracy

Did I get it?



PAST EXPERIENCE

 Yes, you got it. And when I feel _____,
I remember a time in the past when I experienced a
similar frustrating behavior when _____ (a past
event) happened.

If I got that, when you feel _____ about that frustration, you remember a time in the past when you experienced a similar frustrating behavior when _____ (a past event) happened.



 Checks for Accuracy

Did I get it?



 Verifies Accuracy

Yes, you got it. - *or* - Yes, and I also said _____.



 Shows Curiosity

Is there more about that?



Receiver continues mirroring, checking for accuracy and asking “Is there more?” until the Sender says: “There is no more.”

DESIRED CHANGE

When I experience _____ (the frustrating behavior), what I really want is _____ (a different and positive behavior).



 *Mirrors feelings and thoughts*

If I got that, instead of _____ (the frustrating behavior),
what you really want is _____ (a different and
positive behavior).



 *Checks for Accuracy*

Did I get it?



 *Verifies Accuracy*

Yes, you got it. - *or* - Yes, and I also said _____.



**Receiver continues mirroring, checking for accuracy and asking
“Is there more?” until the Sender says: “There is no more.”**

SUMMARIZE

 *Checks for Accuracy*

Let me see if I got all of that. In summary,
the frustrating behavior you experience is _____.
When you experience that behavior, you feel _____.
And when you have that feeling, you remember
experiencing that frustrating behavior in the past
when _____ (a past event) happened. Instead of
this behavior, what you really want is _____
(a different and positive behavior).



 *Shows Curiosity*

Did I get it all? - *or* - Is that a good summary?



 *Verifies Accuracy*



Yes. You got it. - or -
You got most of it, and I also said _____.

VALIDATE

You make sense! What makes sense is that when you experience _____ (the frustrating behavior), it reminds you of a time in the past when _____ (a past event) happened. It also makes sense that instead of _____ (the frustrating behavior), what you really want is _____ (a different and positive behavior).



 *Checks for Accuracy*

Is that a good validation?



Sender: Confirms the validation. If anything was not validated, asks to send that part again.

EMPATHIZING

I can imagine that if you had what you really want which is _____, you would feel (glad, fulfilled, happy joyful etc.) _____.



 *Checks for Accuracy*

Is that your feeling? Are there other feelings?



i Sender listens to the summary to Verify Accuracy



Yes. - *or* - Yes, I'd also feel _____.

CLOSURE

Thank you for sharing all that with me.



Thank you for listening.



Give each other a handshake or high five, or with an intimate partner give each other a one minute hug.

 **SWITCH ROLES**