

## **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**

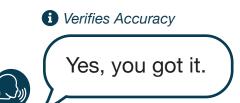
First, I would like to give you an appreciation. I appreciate that \_\_\_\_\_ (something special or important about the Receiver)



If I got that, you appreciate that I \_\_\_\_\_.

1 Checks for Accuracy

Did I get it?





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."

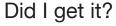




Let me see if I've got it. You said the frustration you experience is \_\_\_\_\_.



Checks for Accuracy







Yes, you got it.

- or - Yes, and I also said \_\_\_\_\_.



## 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	).
<b>\</b>		

If I got that, when you experience that frustration, you feel \_\_\_\_\_.



Checks for Accuracy

Mirrors

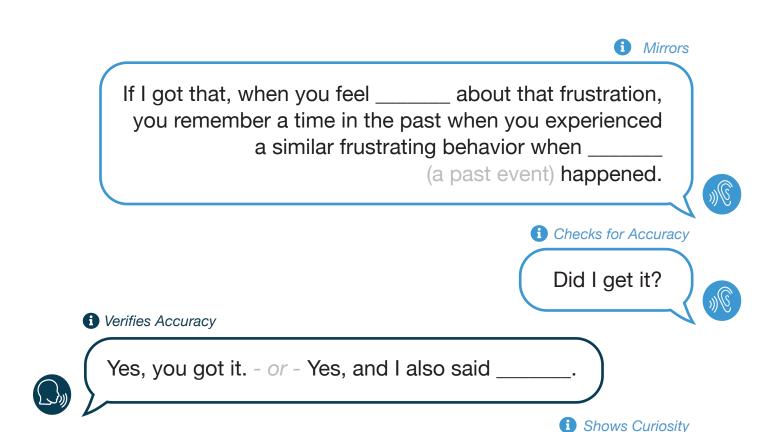
Did I get it?



### **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.





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).



	i Mirrors feelings and thoughts
	If I got that, instead of (the frustrating behavior), what you really want is (a different and positive behavior).
	1 Checks for Accuracy
	Did I get it?
Vei	rifies Accuracy
	es, you got it or - Yes, and I also said  ceiver continues mirroring, checking for accuracy and asking
	"Is there more?" until the Sender says: "There is no more."
MMAF	RIZE  1 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 frust	rating behavior), it reminds you
of a time in the past when	(a past event) happened.
It also makes sense that ins	tead of (the frustrating
behavior), what you really	want is (a different and
	positive behavior).





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.) \_\_\_\_\_.



1 Checks for Accuracy

Is that your feeling? Are there other feelings?



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.

