



Relational Communication Styles and Strategies

Ohio Association of County Boards
Assisting People with Developmental
Disabilities

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*Communication occurs 100% of the time
both verbally and non-verbally*

Lillian Zarzar

Behavioral Zones

- Expectations
- Assumptions
- Commonly accepted social rules
- Early programmed “shoulds”



Conflict from Values

- Ethical Standards
- Rules of order
- Respect
- Independence
- Family
- Do “right”
- Beliefs about life
- Education
- Freedom
- Self Development
- “Behave”
- Treat people well

What do you value...?

PERSONALITY INVENTORY

Identifying your beliefs and values

Personality Inventory Score

Total number circled I__ E__ P__ A__

Subtract E minus I =

A minus P =

Relator

Harmony
Submits
Relationships

Socializer

Appreciation
Attacks
Ideas

Thinker

Accuracy
Withdraws
Details

Director

Completion
Dictates
Results

Source: *Relationship Strategies*, Dr. Tony Alessandra

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Your Persona is One-sided

- Persona –
the mask your ego chooses
- Perception –
your interpretation of events you observe



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Charge it to Your Persona!

- Intense emotions set you off – you are “charged” by others’ behavior...

ESPECIALLY when they don’t support your values!



Think About...

- What beliefs govern your behavior – your SOP?
- What beliefs affect your relationships?

Emotions Distort

- Charges based on the persona functioning in the moment
- Cloudy and distorted
- Lopsided perceptions



Control Your Emotions

Breathe

Reframe

Count



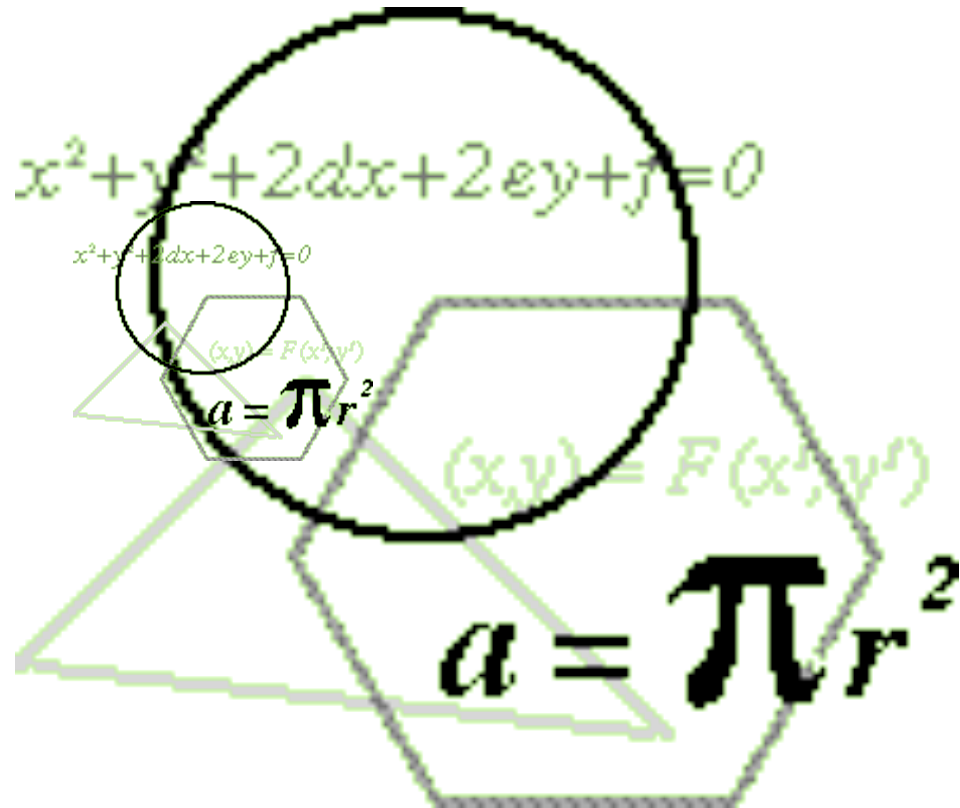
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SHIFT Formula

→ Attitude

← Thoughts

↑ Mind



SHIFT Script

- Validate Others
- State Your Position
- Offer/Request Feedback

When you shift your thoughts, you shift your behavior, you shift the outcome of the situation, and thus, you shift the level of productivity.

Lillian Zarzar