

Kick Butt Therapy

Cathy Zipp's COMMUNICATION MODEL

Giver:

WHEN YOU SAY/DO (short with a specific quote or behavior and when, or, for a general, but well-known example, like when...) _____

I FEEL/FELT (several specific feeling words, not “like” which will yield an analogy, or “that” which creates a description)

BECAUSE _____

Receiver:

WHAT I HEAR YOU SAYING IS (exact/in sequence)... _____

Giver:

CORRECT OR ACCEPT

Receiver Chooses One Approach:

A COUNTER- CONFRONTATION, REBUTTAL (like an election), **DISCUSSION** (short 2 way communication, no lectures), **OR CLARIFICATION** (more info that is currently unknown and is a game changer)

Receiver and Giver each state:

WHAT I AM WILLING TO DO TO IMPROVE OUR RELATIONSHIP IS... (each take a turn). If what is offered is wonderful, say “**THANK YOU.**”

If it is not quite what is needed, acknowledge & request:

Thank you AND/BUT what I really need from you is... _____

Wait for an acceptance or alternative to be offered.

XOXOXOXOXOXOXOX

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