



THE OHIO STATE UNIVERSITY

HEALTH PLAN



Mindful Communication and Connection: Connecting with Others

Presented by

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Top Reasons to Work with a Health Coach

1. Time set aside just for you.
2. A partner who's invested in your progress.
3. Help setting realistic goals and action plans.
4. Encouragement when sticking to the plan is hard.
5. Healthy changes! Feel better. Do better - on your terms.

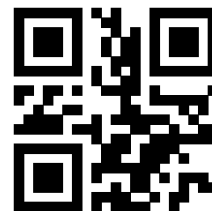


Health Coaching is available to benefits-eligible OSU and OSUMC employees.

Free. Done by phone. Calls are 30 min or less!

To schedule a call, email us your availability.
HealthCoach.OSUHealthPlan@osumc.edu

Or submit a request via our website.





Summary from Part 1

- Social connection is vital to our personal well-being and collaborative work
- Communication goes hand-in-hand with social connection.
- We can make a big positive impact in communication and connection by attending to the quality of our micro-moments with others.
- Mindfulness - paying attention on purpose with curiosity and compassion (vs. judgement) - can help us communicate and connect well.
- Stress can get in the way. It disrupts mindful awareness and seeps out into our verbal and non-verbal communication unintentionally.
- A first step towards more skillful communication and improved connections with others is awareness and regulation of our own stress response and reactions.



Where We Left Off

Last Month's "Homework"

- Pay attention on purpose to yourself
- Work on yourself
- Manage stress
- Observe your communication and connections with others

Today's Agenda

- Review your take-aways
- Questions and Answers
- Bringing mindfulness into conversations with others



Chat Discussion – Part 1 Take-Aways

What did you notice or learn about communication and connection since we last met?

What did you try? How did it go?

What questions do you have about the topic?



Communication and Connection

In person

Phone

Video

Emails

Text messages

Chats

Social media

Notes, memos, letters

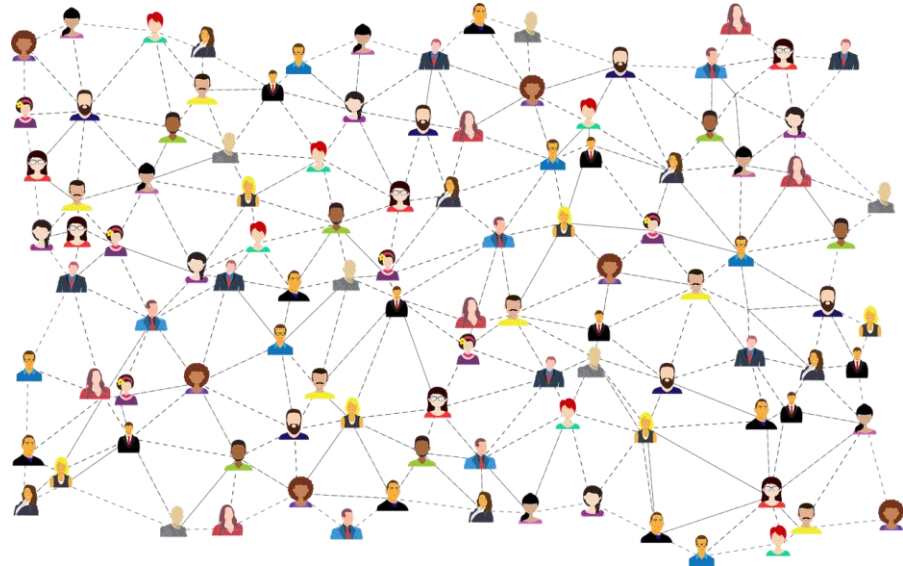


Image by Gordon Johnson from Pixabay



Communication and Connection

Written words, grammar, vocabulary

Verbal, spoken words, sign language

Images, moving or still

Tone, volume of voice

Movement, expression, body language

Eye contact

Position, physical arrangement, proximity

Behaviors

Listening

Silence

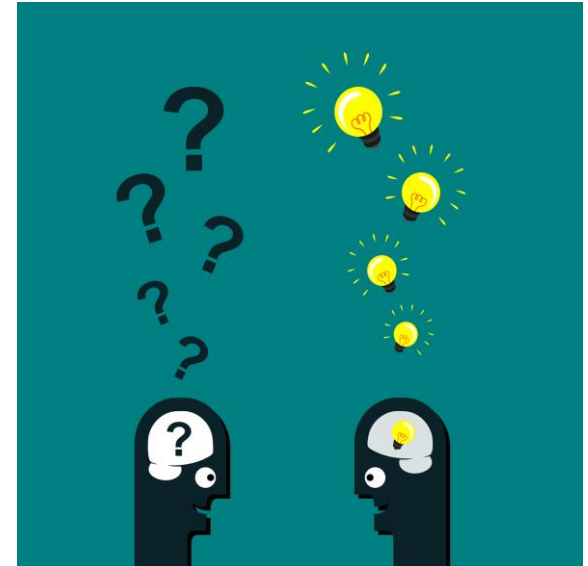


Image by nugroho dwi hartawan from Pixabay



Mindful Communication

AWARE

Present

Curious

Kind

Attentive

Compassionate

Understanding

Open

Engaged

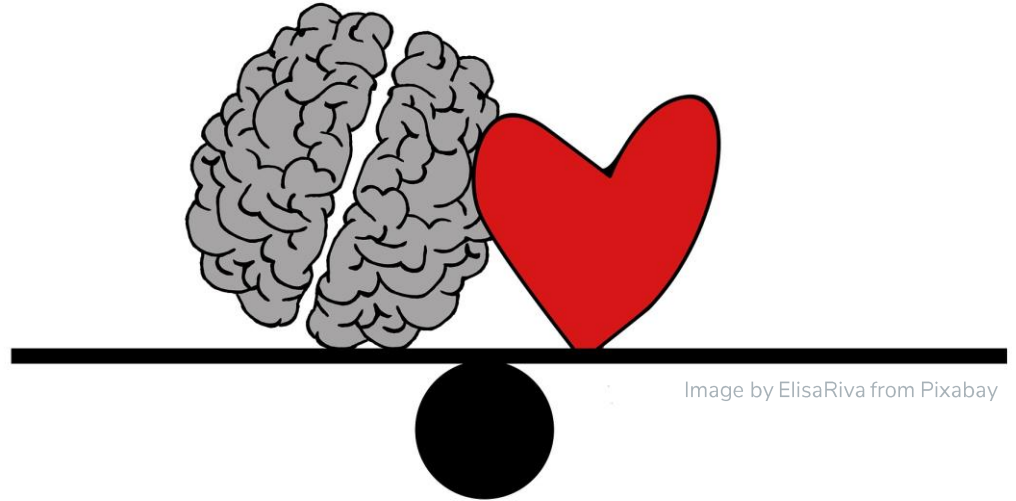


Image by ElisaRiva from Pixabay



Two Sides of Communication



SPEAKING



LISTENING



Listening





Mindful or Deep Listening

Listen with compassion. Listen to understand.

Listen with the intent to help the other person suffer less.

Listen for what's alive in the other person – feelings and needs.

1. Self reflection and awareness.
2. Non-judgment.
3. Care, goodwill, compassion.
4. Observable expressions of presence.
(eye contact, facial expressions, body language, verbal/non-verbal encouragers)
5. Genuine interest.
6. Consideration for other's [feelings / needs](#).



Photo by Mizuno K, Pexels



Mindful Listening Resources

[Thich Nhat Hanh on Compassionate Listening: Video](#), 3 min 20 sec

[Empathetic Listening \(with example\): Article](#)

[Active Listening \(with example\): Article](#)

[Non-judgmental Listening: Article](#)

Articles on Body Language: [MindTools.com](#) OR [VeryWellMind.com](#)



Words and Tone Matter

Words can be...

Warnings

shut others down or keep them at a distance

Weapons

create hurt, conflict, misunderstanding

Welcomes

invite dialogue, create connection and understanding



Barriers to Connection and Compassion

Language focused on *wrongness, should, have to*

Moralistic judgments: analyzing something as good or bad, right or wrong

Making comparisons: a form of judgement

Denial of responsibility: “They told me to...” “You made me feel...”

Communicating desires as demands: implies punishment if they don’t comply

Thinking based on “who deserves what”: related to judgements of good and bad

Observations + evaluations: evaluations = judgements; tend to be heard as criticisms



Gottman's “Four Horsemen” of Communication

CRITICISM: “I always have to do everything around here. You’re so lazy. Why don’t you ever clean up?”

CONTEMPT: Verbal or non-verbal messages with the intent to harm. Eye rolling, sneering, name-calling, sarcasm, expressing disgust, degrading or demeaning the other person.

DEFENSIVENESS: Arguing your innocence, making excuses, or pointing out their flaws (‘yes, but...’) in response to a perceived attack.

STONEWALLING: One word or one syllable answers. Turning or walking away with no explanation. Silent treatment.



“Four Horsemen” of Communication

Harmful Patterns	Constructive Alternatives
CRITICISM	COMPLAINTS: “When you don’t do your share of the housework, I feel overwhelmed. I need a supportive partner in this. Please clean up.”
CONTEMPT	APPRECIATION: Recognizing and enjoying their good qualities. Intentionally looking for strengths, helpful behaviors, and interesting characteristics. Expressing gratitude. “This is a happy moment.”
DEFENSIVENESS	UNDERSTANDING / ACCEPTING RESPONSIBILITY: Mindfully listen with compassion and for understanding. “I hear you.” “What you say matters.” “What can I do?”
STONEWALLING	MINDFULNESS / PAUSE WITH INTENT TO RETURN: “Let’s leave this for another time, when we’re calmer” “I want to listen to you when I’m at my best. Would it be alright if we continued tomorrow?” Then, deep breathing, mindful self-check in.



The 4 Part Process	Express Yourself Without Blaming	Empathetically Receive / Listen
OBSERVATIONS: The concrete actions we observe that affect our well-being.	When I... (see / hear)	When you... (see / hear)
FEELINGS: How we feel in relation to what we observe.	I feel...	you feel...
NEEDS: The needs, values, desires, etc. that create our feelings.	...because I need / value...	...because you need / value...
REQUESTS: The concrete actions we request in order to enrich our lives.	Would you be willing to... ?	Would you like... ?

Some Basic Needs We All Have



Autonomy

- Choosing dreams/goals/values
- Choosing plans for fulfilling one's dreams, goals, values

Celebration

- Celebrating the creation of life and dreams fulfilled
- Celebrating losses: loved ones, dreams, etc. (mourning)

Integrity

- Authenticity • Creativity
- Meaning • Self-worth

Interdependence

- Acceptance • Appreciation
- Closeness • Community
- Consideration
- Contribution to the enrichment of life
- Emotional Safety • Empathy

Physical Nurturance

- Air • Food
- Movement, exercise
- Protection from life-threatening forms of life: viruses, bacteria, insects, predatory animals
- Rest • Sexual expression
- Shelter • Touch • Water

Play

- Fun • Laughter

Spiritual Communion

- Beauty • Harmony
- Inspiration • Order • Peace
- Honesty (the empowering honesty that enables us to learn from our limitations)
- Love • Reassurance
- Respect • Support
- Trust • Understanding

©CNVC. Please visit www.cnvc.org to learn more.

Non-Violent Communication Feelings and Needs

Some Basic Feelings We All Have



Feelings when needs are fulfilled

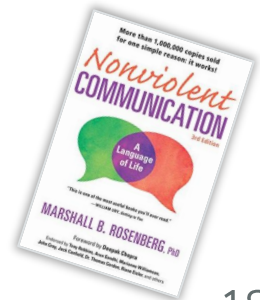
- | | | | |
|---------------|-------------|--------------|--------------|
| • Amazed | • Fulfilled | • Joyous | • Stimulated |
| • Comfortable | • Glad | • Moved | • Surprised |
| • Confident | • Hopeful | • Optimistic | • Thankful |
| • Eager | • Inspired | • Proud | • Touched |
| • Energetic | • Intrigued | • Relieved | • Trustful |

Feelings when needs are not fulfilled

- | | | | |
|----------------|---------------|-------------|-----------------|
| • Angry | • Discouraged | • Hopeless | • Overwhelmed |
| • Annoyed | • Distressed | • Impatient | • Puzzled |
| • Concerned | • Embarrassed | • Irritated | • Reluctant |
| • Confused | • Frustrated | • Lonely | • Sad |
| • Disappointed | • Helpless | • Nervous | • Uncomfortable |

NVC Feelings and Needs:

www.nonviolentcommunication.com



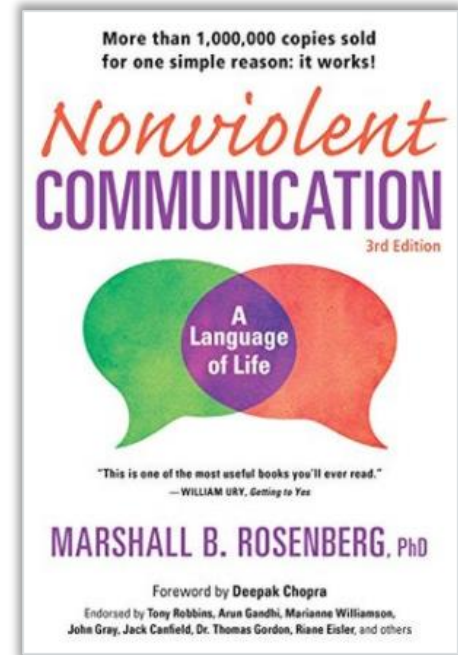


NVC Resources

What is NVC – Short [Video](#), 2 min

[Video](#) – 7 key Sentences for NVC, 4 min

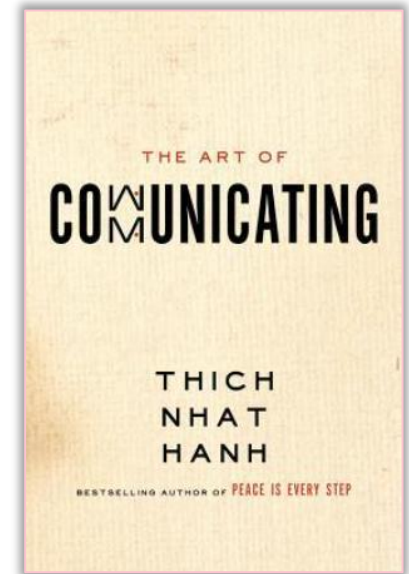
4 Part Process of NVC: [Handout](#)





Mindful Speech

- Tell the truth.
- Don't exaggerate.
- Be consistent.
- Use peaceful language.
- Speak the language of the world.
- Speak according to the understanding of the person listening.
- Give information according to the person, time, and place.
- Give information in a way that reflects the absolute truth.





“Today is really hard for me.”

“I am doing the best I can and that’s enough.”

“May I be kind to myself right now?”

For more examples of self-compassionate phrases: [Self-Compassionate Phrases for Stressful Times](#) OR [Self-Compassion Phrases](#)

Self-Compassion

Kindness to Self

Common Humanity

Mindfulness

Further Reading on Self-Compassion

<https://self-compassion.org/>



Heart Focused Breathing

- Take a moment to breathe, feeling the sensation of your breath
- Gently ease your breathing into breaths a little slower and deeper than usual
- Draw your awareness inward toward your heart
- Place your awareness in your heart center
- Imagine the breath flowing in and out of your heart



HeartMath®

Photo from <https://www.heartmath.com/>



STOP and RAIN

Stop what you're doing; put things down for a minute.

Take a few deep breaths.

Observe your experience just as it is—including thoughts, feelings, and emotions.

Proceed with something that will support you in the moment: talk to a friend, rub your shoulders, have a cup of tea.

[STOP](#) from Mindful.org

Recognize what is going on

Allow the experience to be there, just as it is

Investigate with kindness

Natural awareness, which comes from not identifying with the experience.

[RAIN](#) from Mindful.org



Bringing Mindfulness to Others

Practice mindfulness yourself. *Meditation, Everyday Mindfulness, Mindful Attitudes*

Don't force it. *Set intentions. Notice. Observe. Model behaviors, communication*

Realistic expectations. *Unrealistic = everyone is happy and calm; mindful all the time; no stress*

Explore mindful movement, because sitting still can be hard. *Walks, play, daily tasks, exercises, crafts, etc.*

Focus on mindfulness in positive or neutral moments. *This is the practice ground for stressful, upset moments*

Read More:

4 Strategies for Mindful Parenting
([Article](#), Mindful.org)

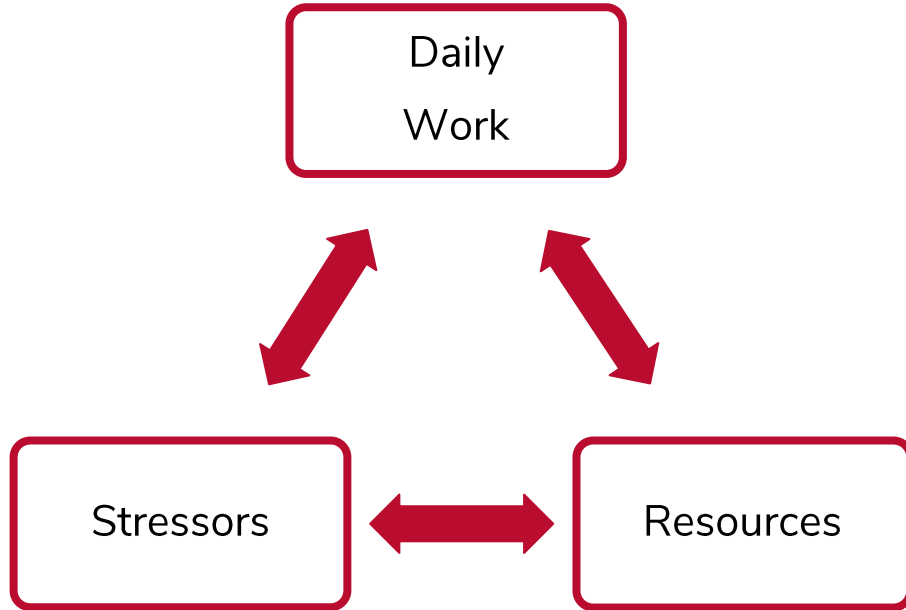
How to Teach Mindfulness to Kids ([Article](#), MindfulMazing.com)



Culture of Wellness at Work

Shared Values	Cultural Norms	Touch Points	Peer Support	Workplace Climate
Priorities within an organization.	Whether healthy behavior is <i>expected</i> and <i>accepted</i> within a group.	Formal and informal policies and procedures.	Help that people give each other to achieve healthy lifestyles.	Do people get along; are they inspired by the work?

From [Culture Change from the Inside Out](#), A WELCOA Expert Interview with Judd Allen, PhD



What is our unique situation? Is it similar or different to other areas?

Have our circumstances changed? Have we adapted to the changes?



Touch Points

Formal and informal policies and procedures.

10 Touch Points

Modeling	Rewards and recognition
Confrontation or pushback	Training and learning
Communication	Relationship development
Traditions and symbols	Recruitment and selection
1 st impressions and orientation	Resource commitment

Touch Points

Formal and informal policies and procedures.

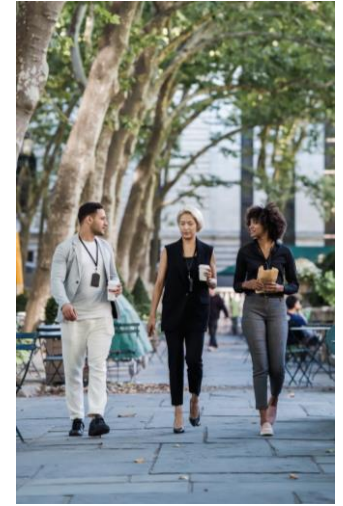


“Thank you so much for handling that over lunch! You’re a rock star!”



Where were *you* this past hour? Lunch? Must be nice to get a break.

“What do you mean you didn’t eat today? Here, I got this. Go take a break.”



“I’m going for a quick walk. Want to join me?”

“...and this here is our wellness room. It’s nice but we never get to use it!”



The ACT Matrix

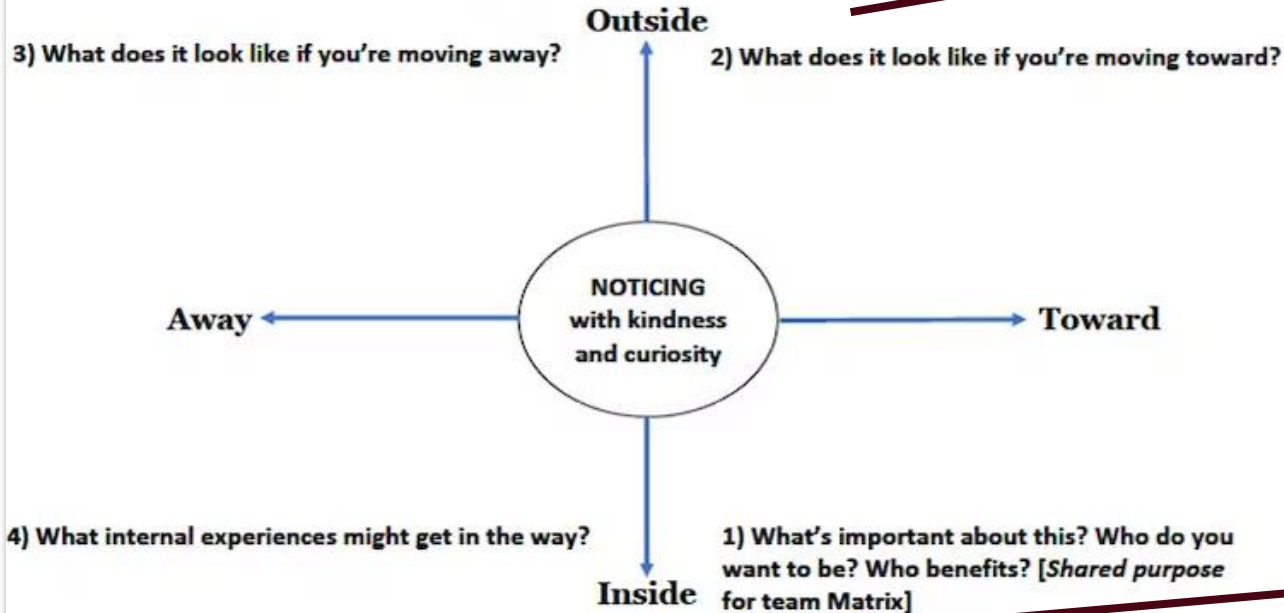
“The Acceptance and Commitment Therapy (ACT) Matrix is an evidence-based tool designed to help people develop psychological flexibility — the ability to adapt and respond effectively to changing situations and circumstances.

Psychological flexibility includes having the ability to choose our actions, despite difficult inner thoughts and emotions like anger and feelings of distrust.”

From [Fostering psychological safety in the workplace: 4 practical, real-life tips based on science](#), published: May 4, 2023, at [theconversation.com](#). Learn more: YouTube 15 min [The ACT Matrix | a simple perspective-taking exercise](#), Book [The Happiness Trap](#)



The ACT Matrix



Dr. Dayna Lee-Baggley, 2023

OUTSIDE = Things in your external world you can observe with your five senses.

INSIDE = Things inside of you. Thoughts, feelings, body sensations.

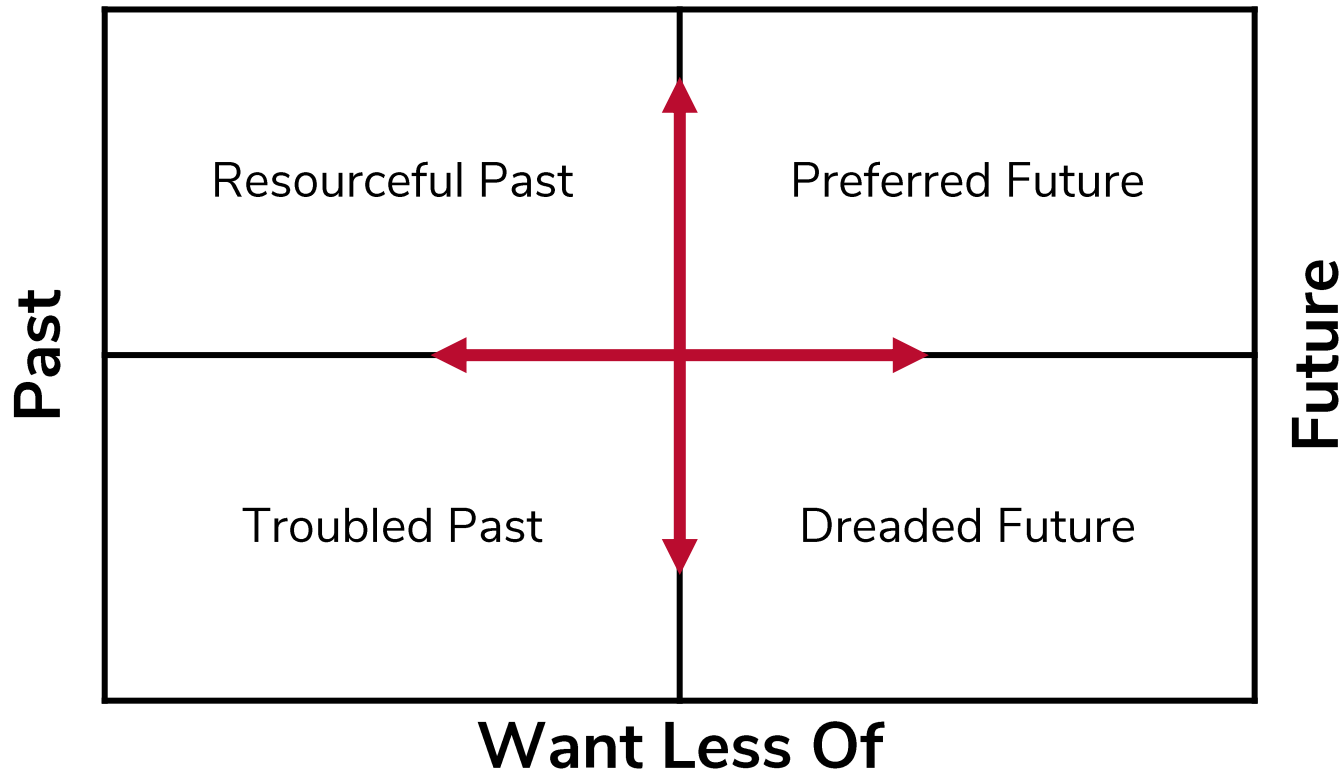


Strategies Rooted in ACTion

1. Notice your internal thoughts, feelings, and sensations. Notice how they impact your behavior.
2. Consider choices in terms of “moving towards” or “moving away” from your values, instead of good and bad, right and wrong, or true and false.
3. Discuss difficult topics with colleagues in terms of a “shared purpose.”
4. Use the ACT Matrix to identify and name lateral violence in the workplace as “away moves.” (*bullying, exclusion or freezing people out, belittling others’ opinions, snide comments or remarks, gossiping, mobbing or sharing personal information*)



Want More Of



Coaching
a-z

The Extraordinary Use of Ordinary Words



Haesun Moon PhD

“Alchemy of Words”

How we use words to create meaning together.

Where do your words take you? Which quadrant?



Looking Back...

Resourceful Past

- What was **useful** about your experiences?
- What are some **recent** examples of your preferred futures already happening?
- What did you learn to **care** about through all these experiences?



Troubled Past

- What would you want **instead** of these experiences?
- What was **useful** about your experiences?
- How did you **cope** with these experiences? Who else or what else helped you through it?

Looking Forward...



Preferred Future

- **Suppose** you are there, what would be **different**?
- What does this say about your **values**?
- What **might** be the **first** signs that you are getting closer?



Dreaded Future

- What are you trying to **protect** that you **value**?
- What is **becoming** clearer for you as a result of these considerations?
- What would be **good** enough for you in this experience/situation?



Positivity on the Job

Challenge the Norm of “No News is Good News”

Verbalize what is going well within projects and plans.

Say out loud what you appreciate and admire about the work of others.

Document and reflect on your own accomplishments.



OSU Support Resources

OSU Health Plan's EAP

[Employee Assistance Program](#)

- Connection to individual, couples, or family counseling.
- 24/7 phone access to a licensed counselor for on-the-spot support: 800 678-6265.
- Internal / OSU Therapists offer educational support for all via [Link to Health](#) and the [OSU Health Plan's website](#). Departments can request programs from internal team.

Office of Diversity & Inclusion

[DEI Education Program](#)

- Workshops openly available to all or by request for personalized support in your department.
- A focus on DEI but overall relevant to building skills needed for constructive, compassionate dialogue with inclusivity at the center.

A Mindful Approach to Digital Well-Being

Feel into it

Be “whys”

All screen-time is not equal

Remember, tech is trade

Get proactive

Choose the “right” tech

Protect developing brains

Be skeptical



Center for Humane Technology's [Digital Wellbeing Guidelines](#)

Feel Into It

Let's be aware of not just our use, but how technology makes us feel.

Take the time to reflect on how it's working or not working with your well-being. Ask yourself and your children not just “do you like X app or game,” but “how does this app or game make you feel, during and after use?” You might learn a lot through this exploration.

QUESTIONS TO ASK OURSELVES:

- What thought, feeling, or impulse led you to pick up your device?
- As you scroll through your feed, what kind of thoughts come up?
- What kind of emotions come up?
- What happens to your breathing?
- How does your heart feel?

**Center for
Humane
Technology**

www.humanetech.com



Characteristics of a Mindful Family

Seven Things Mindful Families Do (from [Mindful.org](https://www.mindful.org))

- ♥ Embrace Imperfection
- ♥ Listen with Curiosity
- ♥ Communicate Courageously
- ♥ Practice Appreciation and Gratitude
- ♥ Forgive Ourselves and Each Other
- ♥ Practice Support and Generosity
- ♥ Don't forget to play and have fun!

Read More:

[How to Bring More Peace and Presence to Family Life](#)

[Raising the Mindful Family](#)

[How to Strengthen Loving Relationships with Mindfulness](#)

[Why Part of Caregiving Is Listening](#)

[Reconnect as a family](#)

[Three Ways to Practice Mindfulness with Your Family](#)

[Helping Children Embrace Big Emotions](#)

[Mindfulness for Kids](#)



Questions?
Favorite Take-Aways?