

OXYGEN

RELATIONAL READINESS TRAINING

STRONGER FAMILIES®
Oxygen for Your Relationships

PARENT & TEEN

Facilitator Script

Pre-Event Check List:

- OXYGEN Profile Assessment: Verify that each Respondent Link (one for Parents, one for Teens) for the assessment works properly by testing it yourself. Next forward to your participants via email with the instructions for completion.
- Check Your Tech: Make sure you have had an opportunity to verify projector and screen are functioning properly, audio levels are set for the videos and any background music.
- Logistics: Note where the restrooms are located, make sure easels for the emotional Needs charts are set up, and that Breakout Rooms are available for the group discussions, etc.

Facilitation Insight:

Deeper ideas for the Facilitators to consider. EXAMPLE: After doing this exercise, many families will need a break from the tension. Sharing a humorous story or a time that you attempted this activity, and it didn't go as planned, can be a big tension relief!

Instruction:

Specific instruction for the Facilitators. EXAMPLE: Put up this slide and ask the question....

Script:

The Facilitators may consider using these suggested remarks to help make sure and cover the essential elements of the curriculum.

Put up the OXYGEN Seminar for Parents and Teens title slide as the attendees are arriving. Make sure and greet them, introduce yourself, ask about their family, the ride over, anything that will begin to form a connection. Once it is time to begin use the following script as a reference:



Welcome! My name is _____ and I'm so glad that you are here with us for this important event. We are anticipating a lot of fun during our time together. There are a few housekeeping issues that I want to mention to keep everyone on the same page...

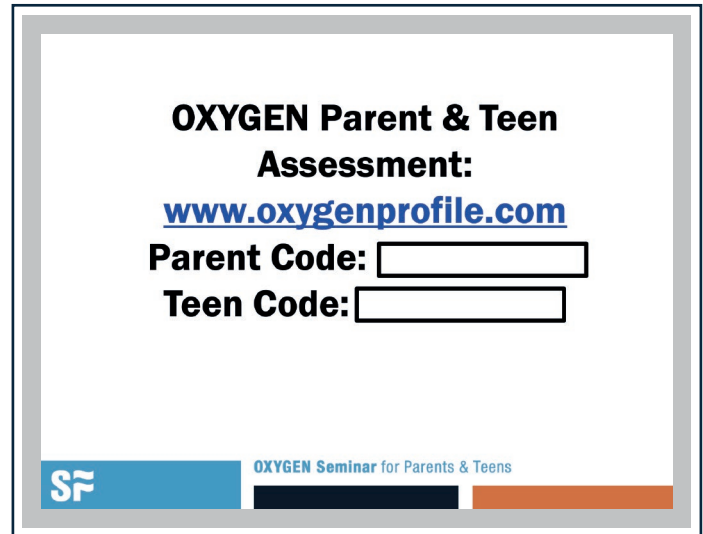
[Insert your event details: schedule, meals, hotel info, expectations, childcare, restrooms, group activities, etc. Once finished, ask if there are any questions about what was just covered and respond. If you are free to proceed move to the next portion of the script]

During our training sessions, we will be going through the OXYGEN Seminar for Parents and Teens curriculum from Stronger Families, an organization from Kirkland, WA near Seattle. They have a heart and a passion to support military families in developing skills and utilizing the relational tools found in their curriculum. They want to see families like yours supported with resources that build up their relationships and stay strong through all that military life can bring.


Here's how the curriculum works. There are 4 sessions covering the most important relational issues. Each session has 3 essential components: A MAIN SESSION TOOL, a BREAKOUT, and an ACTION PLAN. We will explore the MAIN SESSION TOOL together as a collective group using some story examples, illustrative videos, and group activities. We will also have an opportunity for Parents and Teens to separate and discuss with their peers. Next, each family will engage the tool through the BREAKOUT exercise. And finally, you will have the opportunity to create an ACTION PLAN defining how you will utilize this tool after this event.

For some, knowing what to expect will put their mind at ease and allow them to engage with less anxiety. This is an important part of the process, don't skip it!

*Display the OXYGEN Profile Assessment slide.
Make sure you have added the correct
respondent link for both parents and teens.*

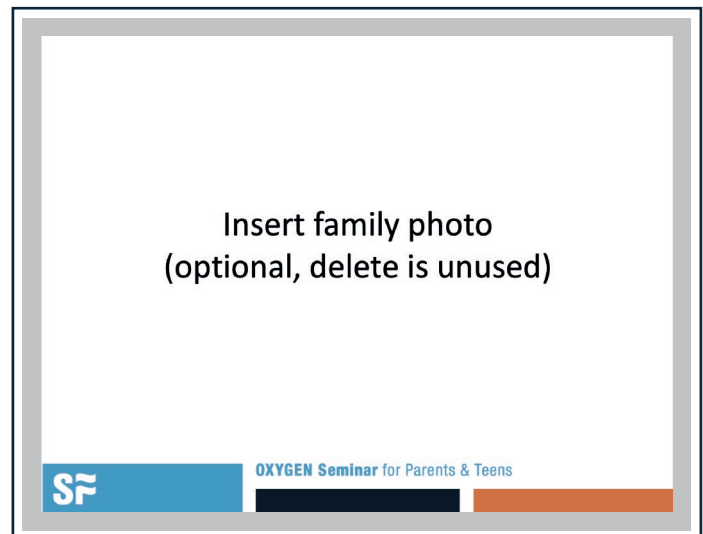


**OXYGEN Parent & Teen
Assessment:**
www.oxygenprofile.com
Parent Code:
Teen Code:


 **OXYGEN Seminar** for Parents & Teens

This curriculum also offers a personality assessment that is designed to focus in on the unique characteristics of both the parents and the teens in each family. It's called the OXYGEN Profile Assessment. If you haven't already taken this assessment, it is important to take it now before we get into the curriculum.

Advance to the Getting to Know You slide.



**Insert family photo
(optional, delete is unused)**

 **OXYGEN Seminar** for Parents & Teens

Let's take a minute to find out who is in the room. I promise, this will be the last time that you are required to say anything in front of the whole group. Simply choose a representative from each family and share your last name, the names of each family member, and how long you have been at this current assignment.

Not everyone feels comfortable speaking in front of groups of people. This is a great opportunity for the youngest member of the family participating to get some airtime. If they are comfortable being the family spokesperson, have them be the ones to make the introductions. If they are not comfortable, no problem! Have another sibling of parent do it for them. The main idea is to make sure that our youngest participants have an opportunity to be seen and heard! This will prompt a more engaging interaction as the event continues. This is also to reveal how different each family is... differences aren't wrong, just different! You will be able to add to the differences of the group by introducing your family next.

Start at one end of the room and invite families to introduce themselves. Next, put up a slide that features questions for participants to answer during the first Group Work session. These questions are designed to create engagement between the parents in one group, and the teens in another. Here are our suggestions:

- 1) What has been the best part of being a family within the military community?*
- 2) What has been the most difficult?*
- 3) What are you most grateful about when it comes to your family? (to be answered individually)*

Take a few minutes and talk about the answers to these questions with your family and be prepared to share them in a Group Work session coming up where the Parents will form one group and the Teens will form another. We will break into groups in 10 minutes.

Allow families to come up with answers and when 10 minutes are up, dismiss the teens to form their own group in a pre-designated location nearby. Allow the groups to share giving plenty of time for each participant to feel heard. When finished, bring the groups back together. Allow the facilitators of each Group to share how things went in a general way assuring participants that the specifics of what is shared in the Group Work sessions will stay within the group.

Thank you all for sharing. As you can tell, there are both similarities and differences represented in this room. My family is not different!

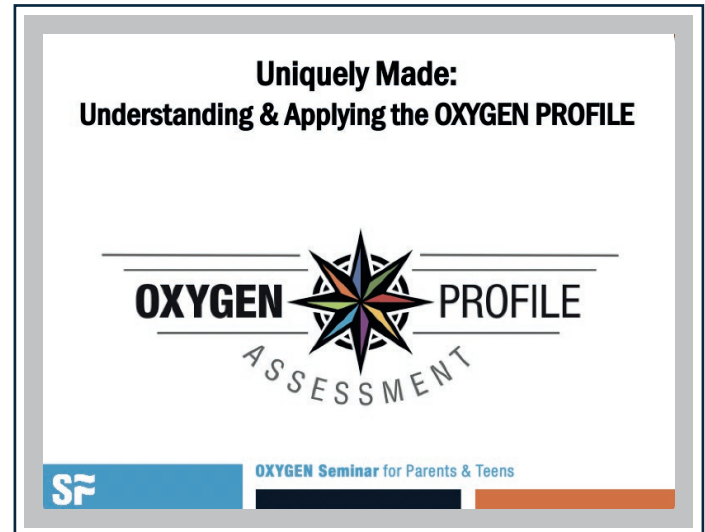
Put up the slide with your family picture. Allow a few seconds for them to view the image before continuing.

Be sure and introduce each member by name. This allows the audience to relate by bringing them into the inner circle. If you continually refer to family members as "my wife" or "my son" you run the risk of keeping the audience on the outside which can result in a lack of connection.

Finish by highlighting something that describes the differences or similarities between your family members and just as you instructed your audience to do.

SESSION ONE – UNIQUELY MADE: UNDERSTANDING AND APPLYING THE OXYGEN PROFILE ASSESSMENT

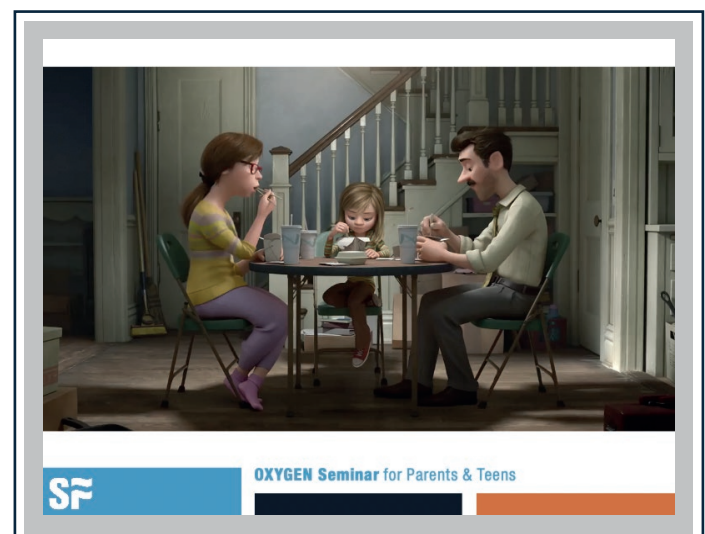
Advance the slide to the Session One Title Slide.



Turn in your Participant Guides to the first session, Uniquely Made: Understanding and Applying the OXYGEN Profile Assessment. As we work our way through the Participant Guide, we will not go through the Participant Guide line-by-line. This is not because it isn't important! We simply do not have time to cover everything in the book during the presentation but want to make sure you have access to it as a resource going forward.

We all heard as each family was introduced. It quickly became clear that each family in this room has a unique dynamic to it. That dynamic is made up of the differences between the members of the family. Whether the differences are pronounced or subtle, they play apart in how we engage one another... and if not managed well, can create tension. See if you can relate to this clip from the movie "Inside Out".

Advance to the next slide and play the scene from the movie "Inside Out". Give the audience an opportunity to react and even talk through how that scene either did or did not resonate with their family dynamic before continuing.



It is perfectly normal to relate with that scene. It is also perfectly normal if you don't relate. Each family is different and that's okay! One thing this clip points out is that each person in the family is driven by thoughts and emotions that are going on behind the scenes. We don't always have a clear picture of all that is going on inside the minds and hearts of others.

The first exercise we will be doing together gives us an opportunity to glimpse what is going on inside our family members as well as clearly articulate what drives us! We are going to explore our Emotional Needs.

There are 8 Emotional Needs. These are felt needs, spoken or unspoken, that fuel us. When they are fulfilled, it is easy to engage the family in a healthy manner. When we are deprived of these needs, it is very difficult to engage the family relationships in a positive way. Emotional Needs are the fuel we run when operating the family machine! The tricky part is that the mixture of this fuel is not the same for everyone. We are going to do a quick exercise as a group to discover the correct mixture for yourself and then for your family members.

Make sure that you have 2 Emotional Needs Charts displayed on opposite sides of the "stage" area facing the audience (before you begin the activity you will turn them around so that the audience cannot see them). Pass out the provided strips of colored sticky dots to each person in the room. All the parents should get one color and all the teens should get the other forming two groups.

Advance to Emotional Needs Breakout Slide

Parents	Teens	
<input type="checkbox"/>	<input type="checkbox"/>	Affection
<input type="checkbox"/>	<input type="checkbox"/>	Recreation
<input type="checkbox"/>	<input type="checkbox"/>	Honesty & Openness
<input type="checkbox"/>	<input type="checkbox"/>	Family Commitment
<input type="checkbox"/>	<input type="checkbox"/>	Household Support
<input type="checkbox"/>	<input type="checkbox"/>	Financial Support
<input type="checkbox"/>	<input type="checkbox"/>	Admiration/Respect
<input type="checkbox"/>	<input type="checkbox"/>	Communication

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We have 2 charts on display that list all 8 Emotional Needs. You also have each been given a strip with 3 sticky dots. These represent your votes! In just a moment, I will release you to cast your vote for which 3 Emotional Needs are the most important in your mixture. Which ones, if they were missing, would you miss the most? You can use more than one vote on a single Emotional Need if you would like but you can only place 3 votes on the chart.

Designate one chart for the parents and move to that chart

Parents, this is your chart. This is where you will cast your vote as to which Emotional Needs you value the most from your family members, particularly from your teen. In just a moment you will be asked to come forward and place your sticky dots on the chart. We will then tally it up and see which Emotional Needs are the top 3 for the parents in the room.

Turn the Parent Chart around so that the audience cannot see the placement of the sticky dots. Then proceed to the Teen Chart.

Teens, this is your chart. This is where you will cast your votes for the Emotional Needs you value the most from your family members, particularly from your parents. You too will be asked to come forward and place your sticky dots on the chart. When you are finished, we will tally up the votes and see which Emotional Needs are top 3 for the teens in the room.

Turn the Teen Chart around so that the audience cannot see the placement of the sticky dots.

Are you ready? Parents, go to your chart. Teens, go to your chart. Cast your votes!

Give the group ample time to complete the activity, stretch their legs, socialize, and get back to their seats. Some find that this is an excellent time to offer a short bathroom break. Recommended break length – 10 minutes.

As you observe the families in the room, you will inevitably notice some families have immediate and complete engagement and some do not. Make yourself available to help prompt a positive interaction with the activity. Playing background music during the activities creates a nice atmosphere and can promote engagement. It can also be useful to keep track of time. Allowing 3 songs to play will be roughly 8-10 minutes... the audience will get use to the idea that when the music stops, it's time to regroup.

When everyone has placed their Sticky Dots, go to each chart, and determine the top 3 for each group. Starting with the Teen's chart, ask the Parents in the room to guess the top 3 for their Teens. Then do the same thing with the Teens for the Parent's top 3. Note their guesses often will reflect their own needs... this is important!

Group work

Parents stay, Teens gather in predetermined location. Allow for 20 minutes for each facilitator to discuss this exercise with their group. Helpful question prompts for each group can be found below. These prompts are meant to act as common ground. Both Parents and Teens will start with these 3 questions which will naturally lead to very different follow-up questions with very different answers. Make sure that the facilitators have time to connect and identify any themes that may be helpful to know before continuing when the group comes back together.

Questions:

1. Were you surprised by the Teens/Parents top emotional needs?
2. Let's talk about *Affection. Many added sticky dots to this emotional need. How do you fill this area of need with your Parent/Teen?
**Observation from past groups: Many parents are wanting to meet this need through physical touch (cuddles, hugs, embrace). Some Teens are willing, but most are pulling back from physical expressions of affection. What are some other methods that could be used to communicate affection that don't involve physical touch? If your Teen group's top emotional need is not Affection, replace with whatever is number 1 on their list.*
3. What overlaps do you see between the Teen's top 3 emotional needs and the Parent's top 3? What does this mean for how you can engage one another?

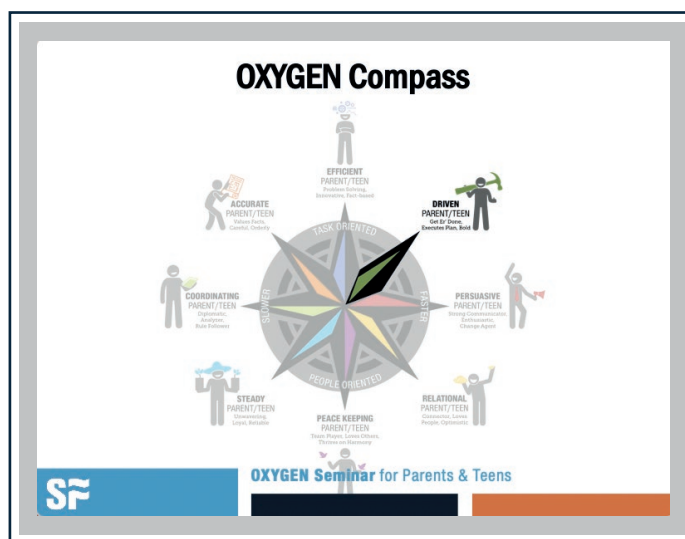
Bring the groups back together

"We've explored the results of our room survey, and while these provide us with some insight regarding tendencies, what is most important is the unique dynamic within your family. You don't have to fit some statistic. Your family is unique! Take a few minutes and guess what each person's top 5 emotional needs are and try and put them in the correct order of importance! Next, allow each person to share their actual top 5 emotional needs. After each person in the family shares, see which family member had the best guess. Before moving on to the next person, brainstorm together on practical ways to meet that person's number 1 emotional need. The person sharing has veto power and can help guide the brainstormers towards something that truly resonates with them. Remember, no judging or criticizing. Keep it light and fun, focus on learn something new!"

Allow the families to interact. Monitor the conversation and engagement level and wrap up as the conversation dies down. Plan on 10-15 minutes. When finished, consider prompting the group by sharing a personal experience of your own interaction with the material and then ask for volunteers to share any positives they experienced through this exercise.

Thanks for sharing. Becoming aware of the Emotional Needs that influence your relationship can bring you and your family greater insight that help turn differences into strengths. But emotional Needs are not a complete picture of how differences impact our family dynamic. Let's dive into the OXYGEN Profile Assessment.

Advance to the OXYGEN Compass slide



Before we jump into the nitty gritty details of this assessment, let's review the OXYGEN Compass together. There are 2 scales at work within this compass revealing 4 personality tendencies. First, the vertical scale. At the top of the scale are the task-oriented personalities and at the bottom are the people-oriented personalities. Task-Oriented personalities will focus almost exclusively on the tasks that need to be accomplished in any given situation. The People-Oriented personalities will focus on the people and relationships in any given situation.

You can poll the audience to see who identifies with each side of the scale. It is highly likely that both Task and People Oriented tendencies are at work within the families participating. Sharing a personal story that helps capture the balance and/or tension these tendencies create will help participants lean in. However, if both you and your family members have the same tendency, share how that dynamic plays out within your family dynamic.

The other scale is the horizontal scale. On the right side of the scale are the Fast personalities and the left side are Slow personalities. This is not a reference to IQ! This identifies personality tendencies when it comes to processing information and coming to a decision. The personalities on the Fast side of the scale will react quickly. They want responses quickly, they want action, they prefer a wrong decision over no decision! Those on the fast side of the scale don't mind change. They actually enjoy the process of change. The personalities on the Slow side of the scale tend to take more time in making decisions. They investigate, research, seek out 3rd party validation. They ask a lot of questions and are influenced by other's opinions but will not be rushed into forming theirs.

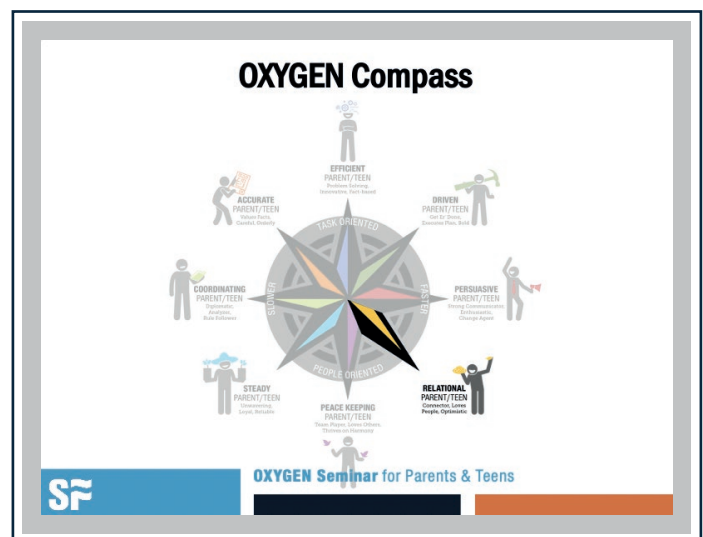
Again, poll the audience to see where people are landing. Consider a personal story to help bring this dynamic to life.

There are 2 personality profiles that are right in the middle of each scale. Coordinating and Persuasive are in the middle of the vertical scale which can either mean they display no tendency towards Task or People orientation, or, it means they have a proclivity for both! They can adjust their focus to meet the need of the situation they are faced with. Efficient and Peace Keeping are in the middle of the horizontal scale which means they either have no tendency towards being Faster or Slower, or, they can adjust how they show up to fit the needs of the moment. They can make a quick decision or take the time to research and carefully process depending on the circumstances.

As you consider where you land on the OXYGEN Compass, it's important to realize that there are always at least 2 traits at work. For instance, if you are Driven, you are both Task oriented AND Fast. This combination is amazingly effective but may also have some concerns that need discussing.

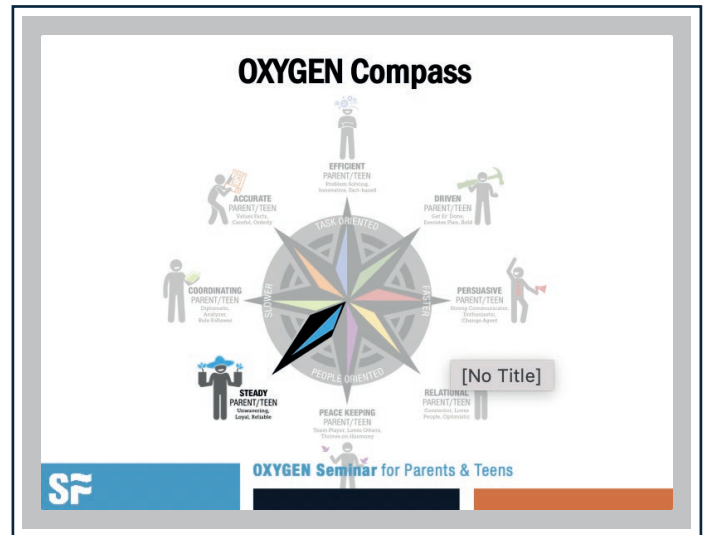
The 4 core personality profiles are Relational, Steady, Accurate, and Driven. I'm going to take a moment to go through the 4 core profiles and highlight the differences between each partner type.

Advance to the Relational profile slide:



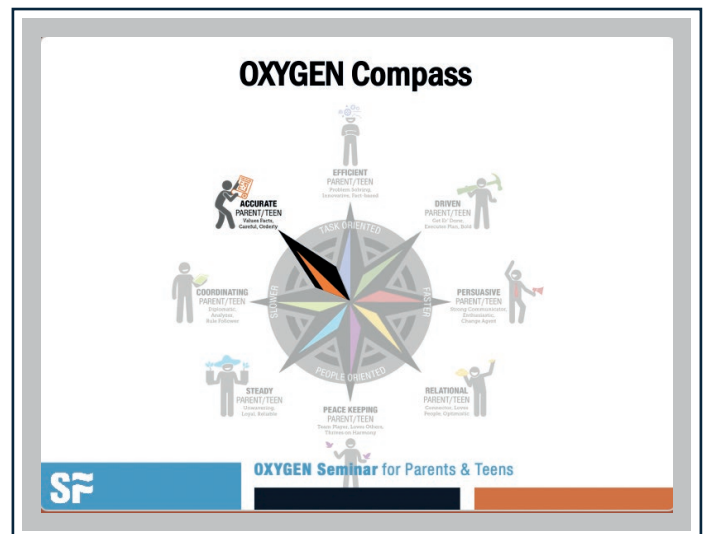
Relational: Relational people are often known as the life of the party. They are the connectors relationally. They love to cheerlead others and have been known to have 25 "best friends." The relational challenges that can surface when in a family with Relational people is that they can overcommit to social events, need to talk through their emotions on a daily basis, and avoid conflict at all costs. How many in the room would raise your hands and say I identify with Relational?

Advance to the Steady profile slide:



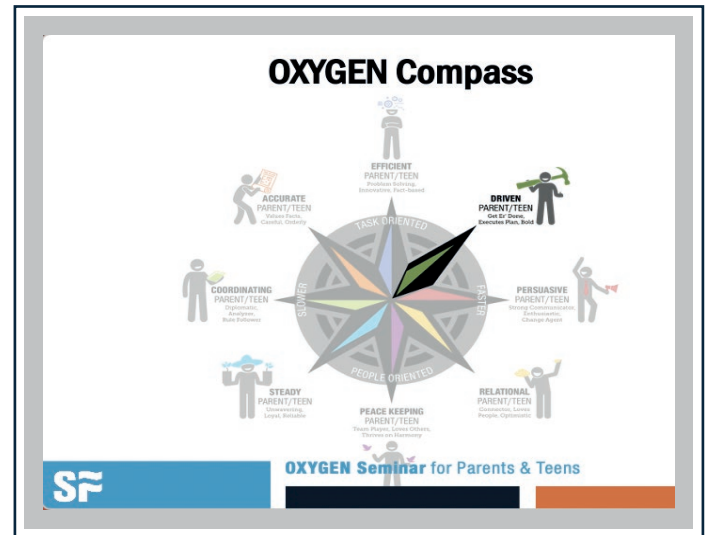
The next core personality profile is Steady. Steady people are often heard singing the melody of Hakuna Matata or they live by the motto of 'Don't worry, be happy.' They are unwavering, loyal, and reliable when it comes to the relationship. They have a keen ability to keep the peace at all cost. They are professional conflict stuffers. What I mean by this, is that when conflict comes up, they will do whatever is necessary to stuff the conflict away and maintain peace in the relationship. This stuffing is often at their own expense of peace and joy, but they wouldn't want it any other way. This also raises the challenge with this personality type. For Steady people, you only have so much space to bury conflict and suppress it in your relational dynamic. This usually results in what we call emotional vomit. When that stored up conflict all comes out in very strange and often uncharacteristic ways emotionally. How many of you would raise your hand and say, I identify with Steady?

Advance to the Accurate profile slide:



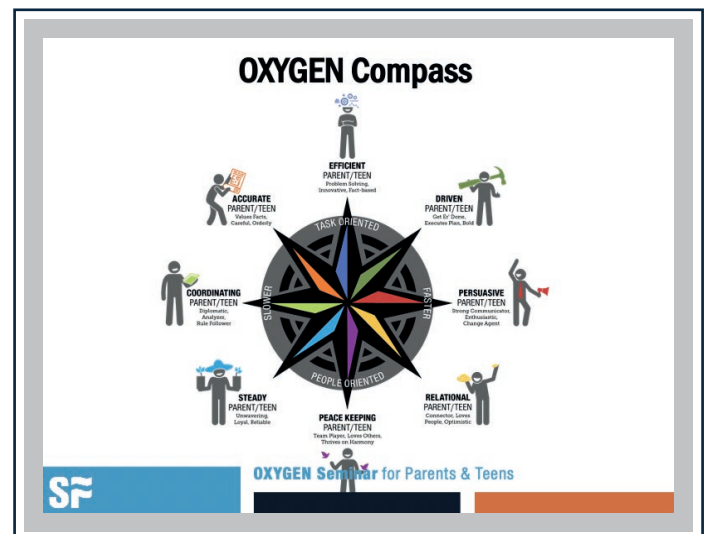
The next core personality profile is Accurate. Accurate people are often the creatives, engineers, or detailed oriented individuals. They value facts over feelings, data over dreams, and rarely will make an impulsive decision without careful thought and consideration. For those who are family members of someone who is Accurate, it can feel at times like they are critical of what you are doing. They will often share the right way to do something that can come across as demeaning or demanding. The challenge with Accurate people is that they don't see these actions as critical or demeaning, but rather as loving and supportive. Many will think they are providing great feedback on how the world should work and the best way to go about getting things done. This can be challenging if you are on the receiving end of their feedback. How many of you identify with Accurate?

Advance to the Driven profile slide:



The final core personality profile is Driven. Driven people live by the motto of 'Get ur done' and wake up in the morning looking at their to do list and what needs to get checked off the list. For those that live in the world of Driven people, they process stress through the lens of tasks and what needs to be accomplished. Unlike, Relational people who will reach out to others during times of stress, the Driven person is known for driving through the task to reach the goal. The challenge with being the family of a Driven person is that they often miss the emotional clues of others. This can be difficult in a relationship when connecting emotionally is needed and yet their focus is on the project, business, or task at hand. How many of you identify with Driven?

Advance to the Full OXYGEN Compass slide:



We've covered the 4 core personalities in the OXYGEN Profile Compass, but you might be asking what about the other 4 personalities. What about Persuasive, Peace Keeping, Coordinating, and Efficient. Where do they fit into the compass? The other 4 personalities are a combination and blend of the 4 core personalities. There is nothing worse than being pigeonholed to one profile. The combination creates unique and different expressions of the 4 core

If you haven't already taken the OXYGEN Profile Assessment, you'll want to skim over the 8 different Personality Profiles and their unique perspectives. If you've already completed the

OXYGEN Profile, you'll want to pull up the report and identify which profile type you resemble most. We will be using these personality types to complete the breakout exercise.

The next section of your report covers your unique Personality Insights. The Compass is comprised of 62 points of data while the Personality Insights is comprised of 118 thousand points of data. This means that while you could occupy the same dominant profile on the compass as another family member, you will have different Personality Insights. You are unique! This Narrative about you has 3 paragraphs, made up of general statements unique to your personality tendencies, representing the strengths of your natural way of relating to the world around you. Take a moment and read over this section if you haven't done so already..

Give them a few minutes to read it

How many of you would say the report nailed it? This is 95% accurate to who you think you are.
How many would say it was pretty close? The report is 75-80% accurate
How many would say this report missed the mark? This isn't you at all

The majority of you found that it is pretty accurate. For those of you who struggle with the results there could be few reasons.

1. Check with a trusted family member to see if they feel it describes you. Often, we take on a certain persona while at work or in group settings and it changes the way we perceive ourselves. It's necessary for doing our job or getting through a social function but it is not how we show up every day in our relationships. Those who know us best are a great sounding board to help us broaden our self-impression.
2. Next, if you still feel as though the assessment is not accurate, think back to when you took it. Were you at work or school, focused on tasks associated with the job, not thinking about your relationships? It all factors in.
3. It could be that the assessment just got it wrong.

Regardless of the reason, you are more than welcome to take it again. However, for today, we are going to try and focus on what does resonate with you. Feel free to cross out anything that you feel doesn't sound like you.

It is important that participants do feel as though they are being forced to identify with results they don't agree with. Your role is not to convince them. It's ok if they feel as though the assessment got it wrong. Your goal is to shift their focus to what the assessment got right! Be prepared to engage individuals who are struggling with this process. They may need some help looking past those areas they don't agree with to focus on the areas that can benefit both them and their partner in this session.

The next section of the OXYGEN Profile assessment we are going to look at is the Keys to Motivating section. In your report you will see a section that identifies ways that you are motivated. Families who learn to understand how their family members are motivated reduce the risk of misunderstanding creating "hot spots" in their day-to-day interaction.

The motivations that populate your report are listed in bullet point format and will show up as general statements, reflect current and active motivations, and represent goals to reach. These motivations give you insights into the way you operate best and, when shared in an effective manner, can be a cheat sheet for how you engage one another.

A personal story can really help couples engage with this exercise. Remember, you don't always have to have a story that highlights when you've done it correctly. Sometimes telling on yourself can build a relatability bridge that the audience responds well to.

Advance to the BREAKOUT Mapping Your OXYGEN Profile slide. Direct the participants to follow the instruction found in their participant guides and give them plenty of time to complete it. Let them know if you plan on taking a break afterwards or what they can expect once they complete the exercise.

Allow 10-15 minutes

Advance to the 3 R's slide

BREAKOUT **Mapping Your OXYGEN Profile**

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Welcome back. How many of you discovered something new about yourself or a family member through this exercise? Would anyone care to share?

Now that you understand what personality profile you most identify with, it is important to consider how this can impact the way you respond, relate, and reinforce your family on a daily basis. I'm going to walk you through what we call the Three R's. The Three R's get to the heart of how your personality responds when under stress and pressure. Think of the three R's as the cliff notes on how to communicate best with a given personality type. Because we are unique, we often have a preferred way to receive information and communication. The power of knowing how to respond, relate, and reinforce family members based on their personality is a paradigm shift.

Consider using your own personality profile along with your spouse/partner/family member to highlight how this dynamic shows up in your life.

Advance to the ACTION PLAN slide: Core vs Adaptive Styles

ACTION PLAN **Core & Adapted Styles**

SF

OXYGEN Seminar for Parents & Teens

We all have a natural way of relating to the world around us. This is referred to as our core. We don't have to think about relating in this way. It comes very natural to us. Much like writing with our dominant hand. However, there can be situations in life, in family dynamics, at work, etc., where our natural or core style isn't working well. Maybe we are naturally fast to respond, and we have entered the season of filling out college applications. Whether you are a parent or a teen, this can be a stressful time. So much paperwork that all needs to be filled out properly. There are submission deadlines, dates you must keep straight. Different schools require different details, extra-curricular activities, community service hours... It's a lot to keep straight! Your natural way of tackling this task could be to rush through and just GET IT DONE! But mistakes could cost you (or your child if you are the parent) admittance into their dream school. It must get done, yes, but it must be done right! Slowing down may not come natural to you, based on your personality style but you can adapt!

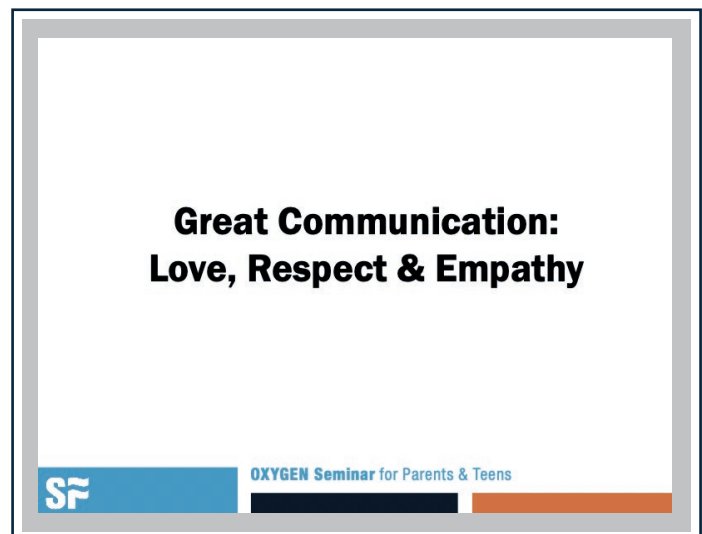
Some adaptations are easy and life giving. We see the benefit of them. They are sustainable because they have a positive impact on our wellbeing and that of our family. Others are draining. They take a tremendous amount of energy and leave us feeling empty and lost, as if we are not being true to ourselves. They are not sustainable and need correction before real damage is done.

The OXYGEN Profile Assessment can help identify areas where you may be feeling the need to adapt. Our ACTION PLAN will give you the opportunity to explore these areas and determine if they are sustainable or need correction.

Follow the instruction found in the Participant Guide and then discuss your findings with your family.

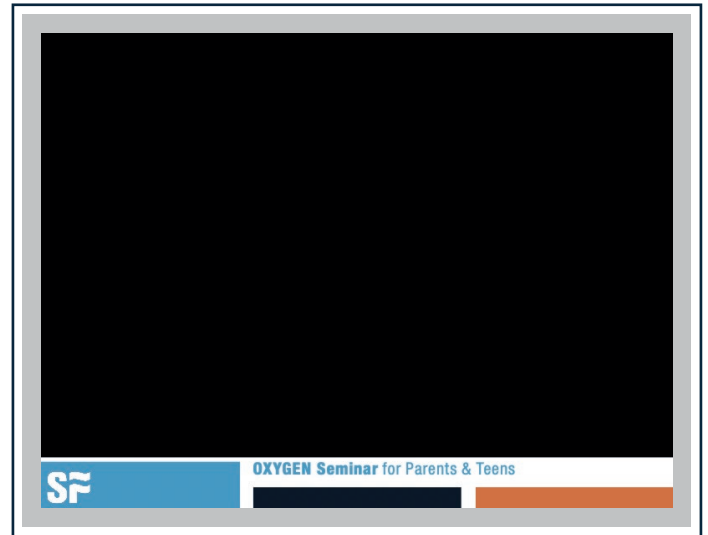
SESSION TWO – GREAT COMMUNICATION: LOVE, RESPECT, and EMPATHY

Advance to the Session two Title Slide



So far, we have covered your differences in emotional needs and your personality differences. Now we are going to see how these differences play out in the area of Communication. Communication can be a hot spot in family. Misunderstandings are common.

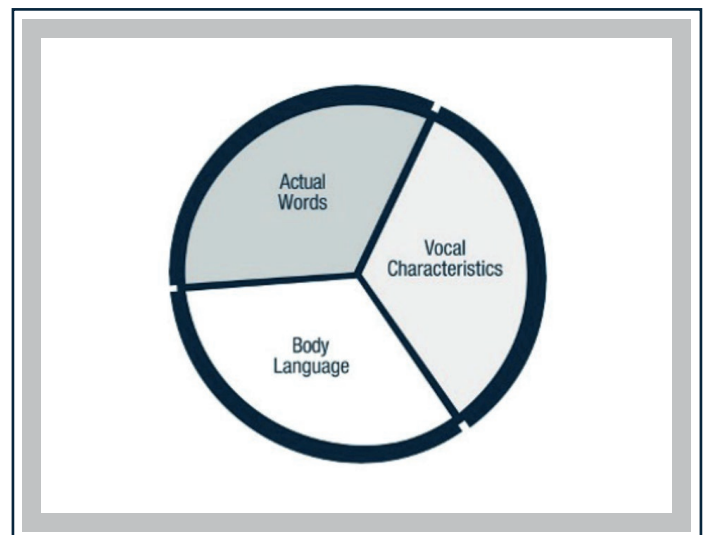
Advance to "You're getting robbed" video slide



Let the audience watch the video without a set up. Take note of their reaction, what they thought was funny, etc.

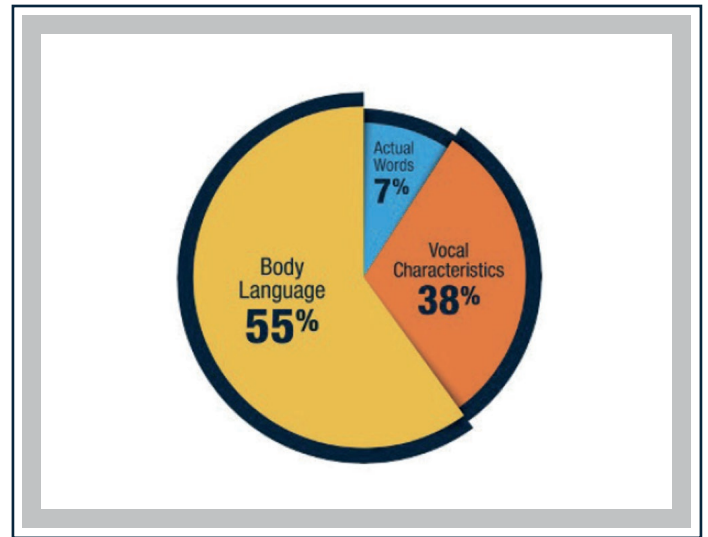
Hopefully, that kind of misunderstanding has never happened to you in your family! They were not on the same page, completely missing the other person's perspective. The title slide for this Session identifies Love, Respect, and Empathy as the key ingredients for Great communication. Although each of these are important, empathy is vital and can be hard to reach, particularly when mixed signals exist!

Advance to "Elements of Communication" slide



A UCLA professor measured the impact that these 3 areas can have when communicating with someone who knows you well. Of these 3 (Words, Tone, Body Language) which would you guess has the greatest impact on communication?

Advance slide revealing percentages

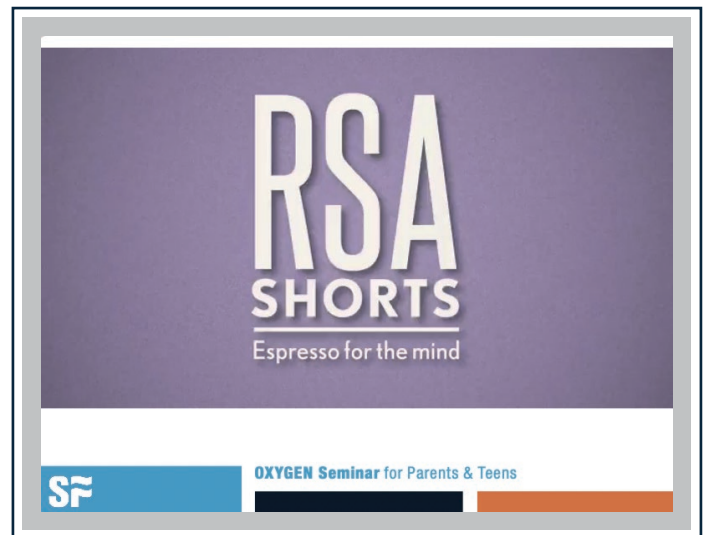


When these 3 elements are in sync, or are all saying the same thing, they deliver a strong message that is not likely to be misunderstood. However, when these elements are sending mixed signals, the message can be very confusing. In that scenario, the listener will choose to rely on Body Language first, Tone second, and the actual words last! How important is Body Language!!

Can you think of a scenario in which this has happened in your relationship? When the words said one thing, but the other elements made the words hard to believe?

Developing empathy is not for the faint of heart. It is not an easy task. And our primary way of communicating (words) can frequently be an obstacle. I'm sure you've been there. You and your family members have said all that you can say but the back and forth is just not working! This is where empathy is needed. Listen as Brené Brown shares what she has discovered about the power of empathy.

Advance to the RSA Shorts slide – Brené Brown "The Power of Empathy" and play the clip. Feel free to ask the audience what they took from the clip. Share any takeaways that you consider valuable.



The importance of empathy is undeniable but hard to maintain. Seeing things from someone else's perspective seems easy to achieve when what they are experiencing doesn't involve us personally. But what about when we are involved? When we have a disagreement or misunderstanding and our emotions are triggered, how do we maintain empathy? How do we stay in tune with our partner's point of view and feel what they are feeling?

In the chaos of swirling emotions, it's helpful to have some structure. A framework may be needed to lead us to empathy. This framework is an empathetic communication tool called the Familylogue. It is a technique designed to bring clarity to the message, validation for the thought process, and empathy for the feelings that have fueled the action taken.

Choose one of the following options to demonstrate the Familylogue

OPTION 1 – CURFEW ROLE PLAY

I am going to need a Teen volunteer who could help me role play a typical occurrence between parents and teens. Afterwards, we will apply Empathetic Communication and see how clarification, validation, and empathy can be powerful change agents leading to deeper connection.

Advance to the Curfew slide (swap or skip over if you don't choose this option)



That's right... Curfew! The only qualification necessary is that you know how to argue! Healthy communication skills are not required. Here is the premise: A teen was late for the established curfew. As they entered the house, a parent confronts the teen on their tardiness. We pick up the scene as this confrontation takes place. I'll be the parent... Who would like to be the teen volunteer?

It is always risky asking for a volunteer. One idea is to identify a potential Teen to play opposite of you earlier in the seminar. Someone who has some energy, seems as though they can think on their feet to make quick decisions, and is on the FASTER side of the OXYGEN Profile Compass. Once identified, take an opportunity during a break prior to this session to introduce the opportunity for them to participate in a roll play. If they agree, let them know that you will be asking for a volunteer and then choosing them to play the part. Having a plant makes it easier to manage towards the desired result! You can then pre-plan your "argument" details.

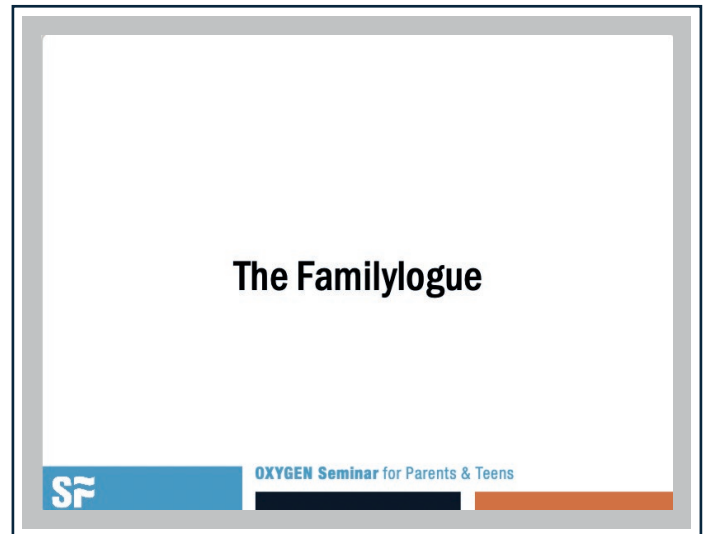
When your volunteer is up front with you, ask the audience for help with some of the details of your roll play. The following questions are great starting points: What are somethings the teen enjoys doing with friends? What kind of student is the teen? What does the parent do for fun/work? How many other siblings in the home? The answers to these questions can provide insight into why the Teen and the Parent adopt their point of view within the "argument" and therefore help you find points of empathy afterwards when using Familylogue.

Conduct the roll play. Be sure and praise your volunteer for their help as you arrange two chairs at the front of the room, facing each other. This will be the setting for the Familylogue. Ask the audience what they witnessed in the roll play that represented real life. How did body language, tone, facial gestures, talking over one another, statements like "you always" or "you never", impact the argument?

This interaction with the audience will help lay the groundwork for the why empathetic communication is so valuable. In real life, we find our conversations can naturally lean towards escalation, one upping each other, playing the blame game, and worse. What is needed is a framework to keep things on track.

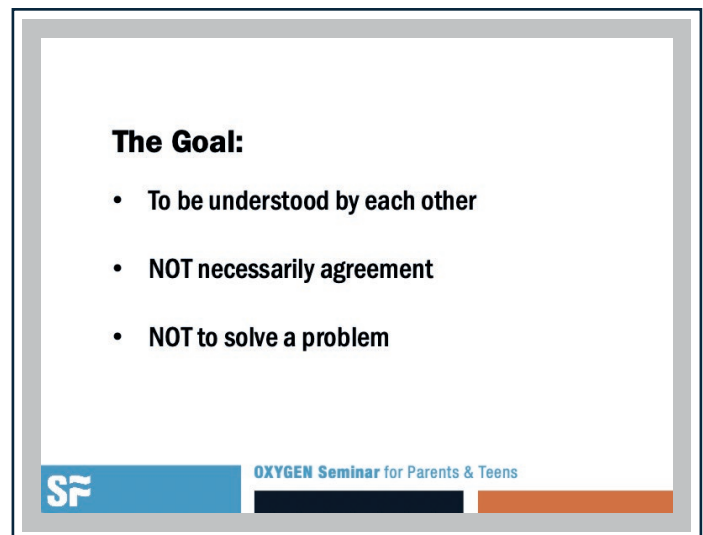
Advance to the Familylogue Slide Series

Take time to walk the audience through the process step by step before demonstrating it. This will make it easier for couples to recognize the 3 steps when they witness you and your teen volunteer using the Familylogue.



The Teen and the Parent are both frustrated. Neither feels heard or valued in the conversation. This is a great opportunity to use the Familylogue. As we put it to work, it's important we remember the goal of this exercise.

Advance to Familylogue Goal Slide



As you talk through the goal note that some personality types may be frustrated or discouraged by the thought of not necessarily solving the problem at this time. It will be helpful for to point out that empathetic communication through the Familylogue technique will get you on the same page and then, in the next session, we will explore another exercise that works towards a solution (10 Steps to Resolving Conflict).

Advance to the How the Familylogue Works
Slide and talk through Part 1

The Goal:

- To be understood by each other
- NOT necessarily agreement
- NOT to solve a problem



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First, decide who will be the speaker and who will be the listener. The speaker uses "I" statements. Example: "When I came home, I felt..." or "Lately, I don't feel..."

During this time, the listener's job is to simply listen. The listener will have the opportunity to respond later. After the speaker is finished, the listener "mirrors" what she or he has just heard. Example: "What I heard you say is..."

Once the speaker has confirmed that the listener has accurately mirrored, the listener invites the speaker to continue by asking, "Is there more?" If yes, the process repeats. If no, then you move on to step two.

Advance to Part 2

How the Familylogue Works

Part I: Mirroring (Listening Part)

SPEAKER: Send message, in small enough pieces to be mirrored

LISTENER:

- a. "What I heard you say is..."
- b. "Is that correct?" and
- c. "Is there more?"



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The goal of this step is to make sure that the speaker feels validated. In other words, knowing that what he or she has just said matters and has value, whether or not you agree with what was said. An example of validation is to say, "I can understand how you would think..." or "I see why that bothers you."

Part 2: Validation (Thinking Part)

LISTENER: Crafts a statement validating the Speaker's thought process based on what they just heard.

EXAMPLES:

- a. "I can see how you would think..."
- b. "You make a good point about..."



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The goal of empathy is to try to feel what your partner is feeling. Communicating empathy can sound like: "I can imagine you might be feeling..." or "If I were in your shoes, I might feel... Do you feel like that?"

Then, trade roles. The listener now speaks, and the speaker listens

Now let's put this to work with our teen and our parent and see what we can find out that can help bring clarity and connection even if it doesn't immediately solve the problem.

OPTION 2 – A MOMENT OF FRUSTRATION

I want everyone to think of a time when you have been frustrated by a family member. It could have been when your parents overreacted to a bad grade, or when your teen used the family car and left the gas tank empty, causing you to be late for work the next morning. Or maybe it was when a sibling disrespected your privacy and went through your room without asking. Whatever it is, we have all had moments when our frustration reached a boiling point and we needed to vent. Can you think of an example? Great!

Who would be willing to share the frustration with me in front of the group. Any takers?

As with the previous option, it is risky to ask for a volunteer in front of a live audience. What is no one steps up? What if the wrong person steps up? So many things can go wrong! Take the time prior to this session to evaluate the audience for good volunteer candidates. You can even prompt them ahead of time, so you remove the risk. Once selected, have the volunteer leave the room while you explain the details of Empathetic Communication.

Advance to the Familylogue Goal Slide

The Goal:

- To be understood by each other
- NOT necessarily agreement
- NOT to solve a problem



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As you talk through the goal, note that some personality types may be frustrated or discouraged by the thought of not necessarily solving the problem at this time. It will be helpful for to point out that empathetic communication through the Familylogue Technique will get you on the same page and then, in the next session, we will explore another exercise that works towards a solution (10 Steps to Resolving Conflict).

Advance to the How the Familylogue Works Slide and talk through Part 1

How the Familylogue Works

Part I: Mirroring (Listening Part)

SPEAKER: Send message, in small enough pieces to be mirrored

LISTENER:

- a. "What I heard you say is..."
- b. "Is that correct?" and
- c. "Is there more?"



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As with any verbal communication there will be a speaker and a listener. Our volunteer who left the room will be the speaker and I will demonstrate how the Familylogue works as the listener. In order to make sure I am catching everything they are saying, I will repeat back what they've said using the prompt, "What I am hearing you say is...". I will listen, repeat back what I've heard, and ask them to continue. Once they are finished, I will move to Part 2

*Advance to Part 2 – Validation.
Talk through Part 2*

Part 2: Validation (Thinking Part)

LISTENER: Crafts a statement validating the Speakers thought process based on what they just heard.

EXAMPLES:

- a. "I can see how you would think..."
- b. "You make a good point about..."



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The goal of this step is to make sure that the speaker feels validated. In other words, knowing that what they have just said matters and has value, whether or not you agree with what was said. An example of validation is to say, "I can understand how you would think..." or "I see why that bothers you."

Advance to Part 3 – Empathy. Talk through Part 3

Part 3: Empathy (Feeling Part)

LISTENER: Crafts a statement empathizing with how the speaker may feel about the situation.

EXAMPLES:

- a. “It sounds as if you may be feeling... Is that right?”
- b. “If I was in your shoes, I might feel... Is that how you feel?”



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The goal of empathy is to try to identify something in yourself that knows what the speaker may be feeling. Communicating empathy can sound like: “I can imagine you might be feeling...” or “If I were in your shoes, I might feel... Do you feel like that?”

So, this is how the Familylogue works. We will apply this to our volunteer when they come back into the room and share their frustration. But before we do, I was wondering what are some examples of poor listening skills? When you are communicating with someone and you don't feel as though they heard or understood you, what did they do to leave you with that impression?

Gather input from the audience until you have between 5-10 examples

Let's invite our volunteer back into the room. We will eventually try the Familylogue, but first, let's try some of the examples we came up with that demonstrate poor listening skills.

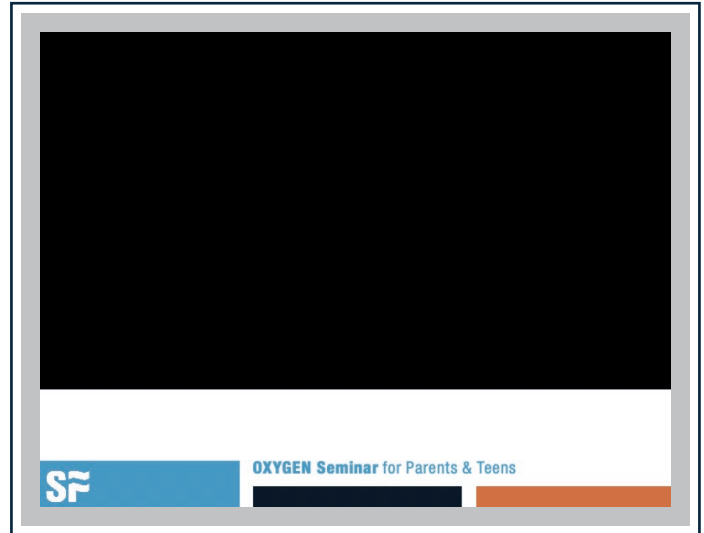
Allow the volunteer to share their frustration. Try and demonstrate as many of the poor listening examples as possible. Once finished interview the Volunteer about the experience. You will undoubtedly discover that they felt unheard, invalidated, and even dismissed. This is a great opportunity to now deploy the Familylogue.

Have the volunteer share their frustration again, this time guide them through the format and follow the 3 steps. Once finished interview them again and note the difference.

Whatever option above you choose, don't be afraid to help your volunteer along the way and be willing to pause and call out important moments as they take place. You are establishing what the families will focus on when they practice. Finally, acknowledge the uncomfortable nature of talking in Familylogue terminology. Give families permission to make it their own but be careful not to stray from the main idea as they customize it.

Now before you have an opportunity to practice the Familylogue with your family, there is one common mistake that people can make that will derail the whole process. Remember the elements of communication we talked about earlier? Many will see the Familylogue be rendered ineffective if they are not intentional with all 3 elements. Make sure the words you say, the tone and inflection you use, and your body language are all sending the same message! If you are saying the right words, but your tone and body language is communicating something different, empathy is lost! It will appear as though you aren't really listening. Dwight Schrute, from The Office, shows us how important the non-verbal forms of communication can be.

Advance slide to the scene from The Office and let it play. When it's over, engage the audience.



Your body language is communicating something to people all the time! For important conversations with important people, be intentional with it!

GROUP WORK

Parents stay, Teens move to their breakout area. Each facilitator will want to discuss the best way to be successful with the exercise given the unique fears or concerns that arise.

Common fears/concerns for Teens when doing this exercise:

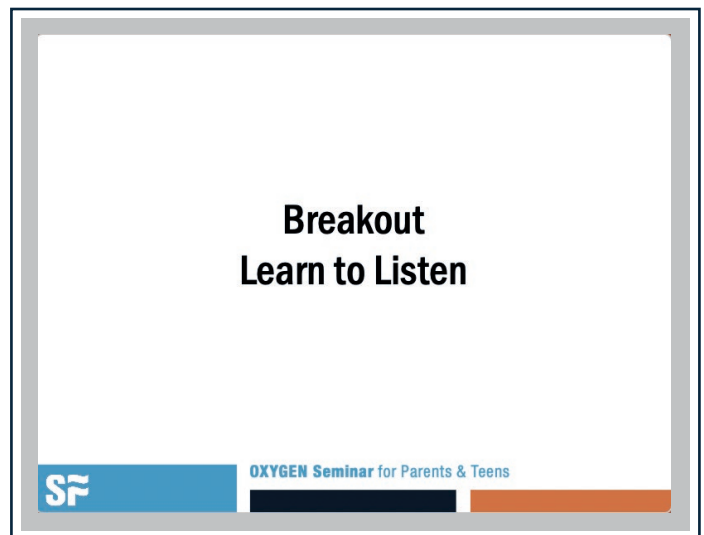
- Being truly vulnerable and opening up can be difficult for fear of being shut down.
- Many have the fear that nothing will ever really change so why bother sharing.

Common fears/concerns for Parents when doing this exercise:

- Fear of losing power in decision making and/or authority.
- Concern that this process equates to giving in to the Teens wants and desires.

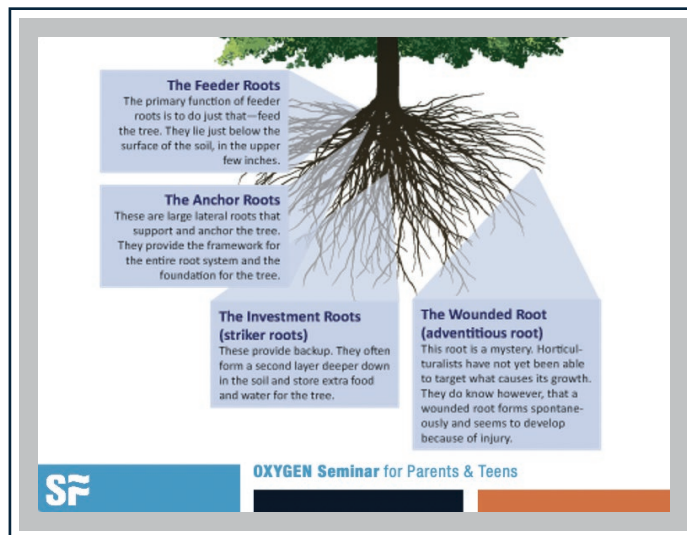
Both groups need assurance that this process, when followed properly, will not cause anyone to forfeit their position of authority or lead nowhere, but that healthy change can be achieved through acknowledging and seeking to truly understand one another.

Bring the groups back together. Advance to BREAKOUT slide. Have them read the instructions and follow directions. Give them about 20 minutes for this exercise



It may be worthwhile to call attention to the options available when creating a wish list. If a family is in crisis, or if tensions are running high, creating a list of what they value about the relationship may be more helpful for practicing the Familylogue.

Advance slide to Roots slide



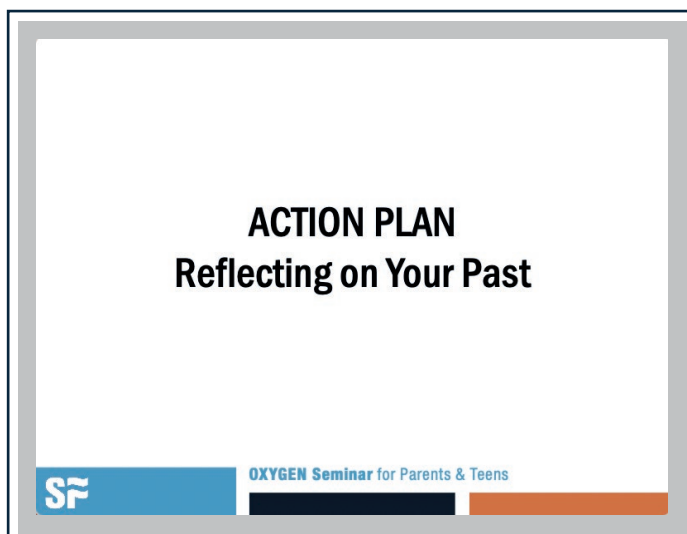
The way we communicate, the feelings that rise, even the tone of voice we choose may have been learned from our family of origin. We are all products of the families we grew up in. All the positive and negative communication patterns can be traced to our roots. Understanding where we came from can provide needed insight in helping us move forward in a healthy way.

Use this chart as a reference to identify the roots in your past that have contributed to your communication tendencies.

Have you ever tripped on a root while walking on a trail? Many of us have. No matter how meticulous the maintenance of the trail sometimes roots will find their way to the surface and become stumbling blocks. The forestry service does not cut the root out, because that will damage the tree. Instead, they redirect the trail to accommodate for the root.

The same process can be done with any “roots” that have become stumbling block in your pursuit of healthy communication in your family. By acknowledging them and engaging them with empathy we can create a new way of forward as a family.

Advance slide to ACTION PLAN slide. Have families follow instructions and complete the exercise. Allow 7-10 minutes.



SESSION THREE – PUTTING OUT FIRES: COMMUNICATING THROUGH CONFLICT

Advance slide to Duel at the Mall Video. Play with no set up. Make sure the volume is up. Acknowledge how extreme this video is. Help the audience understand that this is an exaggerated example of how conflict works. Something small, if not addressed and responded to in a healthy way, can turn into something that causes real damage.

Video: Duel At The Mall



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Advance to Putting Out Fires: Communicating Through Conflict.

Putting Out Fires: Communicating Through Conflict



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Conflict is inevitable. But it doesn't have to damage the relationship. When properly managed it can actually create a deeper connection. It's not unlike fire. Fire provide a ton of benefit. You can use it to cook, bring warmth, and forge tools or instruments. However, if that same fire is not managed properly, if it is not confined to a safe place, it can do a tremendous amount of damage.

The first step to managing conflict is recognizing when it is reaching dangerous levels. Stopping the damage before it stops is the goal of the Time Out technique.

Advance to Stop, Drop & Roll – Time Out slide.

Stop, Drop & Roll – Time Out

- 1. RECOGNIZE** your need for a time-out
- 2. REQUEST** a time-out
- 3. RELAX** and calm down
- 4. REMEMBER** what's important
- 5. RESUME** the conversation



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When you hear the words “Time Out”, what comes to mind? (Allow the audience to respond) Most of us think of a toddler getting into trouble and having to spend some time alone thinking about what they’ve done. That is not the kind of time out we are talking about. What we are referring to is the kind of time out a wise coach utilizes when the game is on the line. The team is losing control and playing chaotically. So, the coach calls a time out. He gathers the team around him while they catch their breath. He reviews the game plan to get the team on the same page and return to the game to win.

You and your family are a team. When conflict shows up and the game feels out of control, implement a time out to keep your connection strong. Here’s how it works.

Review the 5 R’s of the Time Out

The Time Out technique can be beneficial to help deescalate and allow families to regain a more positive perspective, but it can also be abused. Some personalities who tend to avoid confrontation at all costs can tend to rely on the Time Out to avoid any difficult situation and never face the conflict. It’s important to emphasize the 5th R and challenge families to commit to RESUMING the engagement so as not to abuse the technique.

Advance to the What’s Your Boiling Point slide.

BREAKOUT **What’s Your Boiling Point?**



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When things beginning to feel out of control, we can use a Time Out to put the fire out. But how did the fire start to begin with? For many families, identifying their boiling point can help them avoid conflict before it starts. What are the areas that tend to trigger conflict for you and your family members? It could be certain scenarios, subjects, or circumstances where you are more susceptible to spark conflict. Identifying these areas and bringing them into the light of day can help you navigate boiling points and keep them from bubbling over.

This is a great opportunity to interject a personal story to illustrate the concept. Reference the following Personal Story Example if you get stuck.

EXAMPLE: "One the areas that always tends to bubble over into conflict for my family is our different definitions of cleanliness. 1 person in the family is good at removing clutter. They like to have everything picked up and out of the way. 2 people are more of the deep cleaners. Yes, everything needs to be put away, but it's not clean until its vacuumed, washed, dusted, etc. The last person is either a neat freak or a complete slob and goes from one extreme to the other at random times during the month. These different approaches have created moments of conflict for us on more than one occasion.

As we talked about this Boiling Point, we were able to work together to come up with a plan that harmonized our different approaches. Now instead of fighting each other about what do, we have organized the cleaning/chore schedule to better suit our natural styles. The clutter bug works more often to keep things picked up on a daily basis. The deep cleaners worked less frequently but had a very specific routine a few days per week. The last member of our family who went from one extreme to the other would would take on different projects once or twice a month that weren't part of the regular routine but needed to get done. This has allowed us to avoid the unhealthy conflict of the past experiences."

Advance to The Fuel Behind the Fire: Anger slide. Allow the audience to read the description.

The Fuel Behind the Fire: ANGER

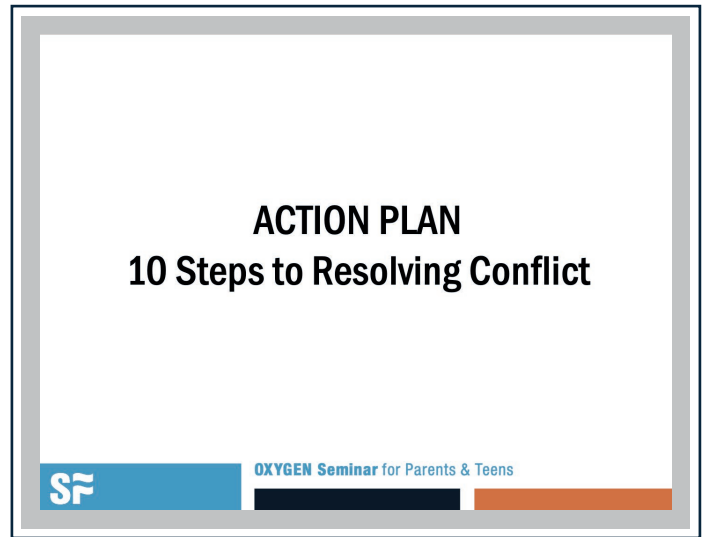
Anger is a secondary emotion that we default to because we are unable or unwilling to deal with the primary emotion we are feeling.



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When conflict is present, we can find ourselves responding to the anger that is shown rather than the primary emotion that has fueled the anger. When this takes place, a cycle is initiated that tends to escalate. Dr. Neil Clark Warren wrote a book called Making Anger Your Ally. In it he identifies 4 primary emotions that often are displayed as anger... fear, hurt, frustration, and injustice. If we respond to anger, we miss the primary emotion and therefore the root of the issue that has sparked the conflict. Taking a moment to pause and trace the thread of anger back to the root may give us the opportunity to come up with a different response that actually addresses the cause and deescalates the situation.

Advance to the ACTION PLAN slide.

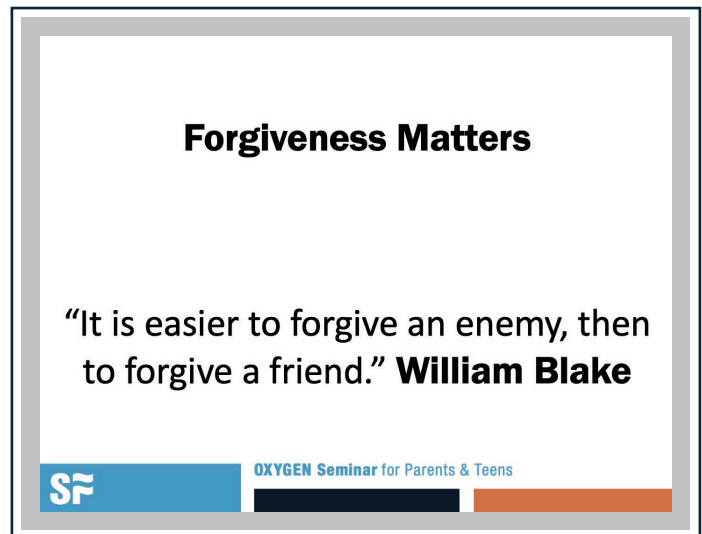


The 10 Steps for Resolving Conflict is a systematic approach to resolving conflict in a manner that keeps emotions from derailing the process. When used in combination with the Familylogue, this tool can put an end to those lingering points of conflict in your relationship.

Discuss the steps in order and then release the families to complete 1-3 in session and set a time and a place to complete the process after the event.

SESSION SEVEN – FORGIVENESS MATTERS

Advance to Session Seven title slide.



So far in this seminar we have discussed differences, personalities, communication, and conflict... it's understandable that as we have talked through all these issues, some past hurts, frustrations, or pain points may have risen to the surface. Forgiveness is an essential part of a healthy family dynamic, in fact, it is the only way to move forward when the harmony within our family has been damaged.

There is a lot of misunderstanding around the idea of forgiveness. We hear things in our culture like "forgive and forget". Is that even possible? No, so as we begin, let's explore what forgiveness is and what it is not.

Advance to the Forgiveness is NOT: slide and talk through each bullet point. Be open to questions.

Forgiveness is NOT:

- Burying your emotions and not dealing with the hurt
- Giving someone permission to disrespect your boundaries
- Accepting unhealthy behavior or communication
- Avoiding the situation and hanging onto negative emotions regarding your spouse
- About forgetting the offense



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Personal stories can help normalize the difficulty of forgiveness. Consider being vulnerable for the purpose of helping your families engage, particularly the parents. Good, well-meaning parents can miss the power of asking for forgiveness when their Teen has been hurt, frustrated, annoyed, dismissed, etc., by something they have done. They feel as though admitting a mistake, or acknowledging the pain caused, will undermine their parental authority. Nothing is further from the truth. A willingness to be vulnerable and empathetic can create a powerful connection between parents and Teens.

Advance to the Forgiveness IS: slide and talk through each bullet point again and be open to questions.

Forgiveness IS:

- A decision, NOT an emotion
- A choice to let go of negative emotions
- Not necessarily a one-time event
- Not always granted based on being asked for it
- A choice to release your spouse from any debt you feel he/she "owes" you because of the offence
- Taking responsibility for your own actions (including your own response of bitterness and unforgiveness toward the one who hurt or betrayed you)
- About offering to someone else what you would hope for in the same circumstance



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Advance to the Two Approaches to Forgiveness slide.

Two approaches to Forgiveness

FORGIVE... and let go

FORGIVE... and address



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For many, it's hard to get started on the path of forgiveness. Do we address every little annoyance or frustration and go through a formal discussion leading to forgiveness? Or is forgiveness needed only for big issues, the complicated, ongoing, hurtful issues?

There are two approaches to take regarding forgiveness. Both require the things we've discussed already about forgiveness to take place within your own heart, but one stays internal the other moves from internal forgiveness to external by addressing the inciting incident. These concepts are known as "Forgive and Let Go" and "Forgive and Address."

We all get annoyed or frustrated with each other at times. This is natural. We are all very different and have different ways that we think and act. If we aren't careful these little offenses that naturally occur can fester and become bigger problems. This is where the first approach to forgiveness is useful. To forgive and let go is a decision to forgive when something has been done/is being done that negatively impacts you, but you can live with. For example, your Teens can never clean their plate at dinner. It doesn't matter if it's their favorite food or not! Can you live with that? Is the bite or two that is habitually left over, worth the inevitable conflict that will ensue if you address it for the 500th time?

Teens, what about when your parents embarrass you in front of your friends. They try using modern phrases but don't use them correctly. They try to be funny or clever and fail miserably. Your friends laugh politely but then give you a hard time about it afterwards. On one hand, you know that your parents are just being themselves... on the other hand you wish they would stop! Is this something you can live with? Can you forgive this annoyance for what it is and move forward without letting negativity and resentment build into something toxic? If so, the Forgive and Let Go approach will free you from being held captive by someone else's behavior.

If you cannot live with it, you will need to take a different approach, one that will identify the behavior and all the emotions associated with it. The Forgive and Address approach does just that. If hurtful behavior impacts you in such a way that you cannot live with it and let it go, the behavior needs to be addressed. This approach requires a confrontation, which can be challenging especially for personalities that avoid conflict at all costs. So how do you take the Forgive and Address approach?

In your Participant Guides, we've included steps that can be followed when you are the one that has been hurt or when you need to ask for forgiveness. It is important to remember that forgiveness is a process. It is not a one-time event. These steps may need to be repeated often depending on the offense. For those that have been hurt, you will want to turn to the 7 Steps to Forgiving in your Participant Guide and follow the steps outlined. For those that need to ask for forgiveness, turn in your Participant Guides to the Seven Steps to Asking For Forgiveness.

The steps to forgiving when you've been hurt are valid regardless of the offense. However, there may be some issues that require additional support. A professional counselor or other third-party mediation may be necessary to deal with forgiveness issues pertaining to physical or emotional abuse, extreme neglect, substance abuse issues, etc. Forgiveness is a process and takes time for the roots to anchor in. Help families adapt a process mindset to help manage expectations.

Group Work – Forgive and Let Go vs Forgive and Address

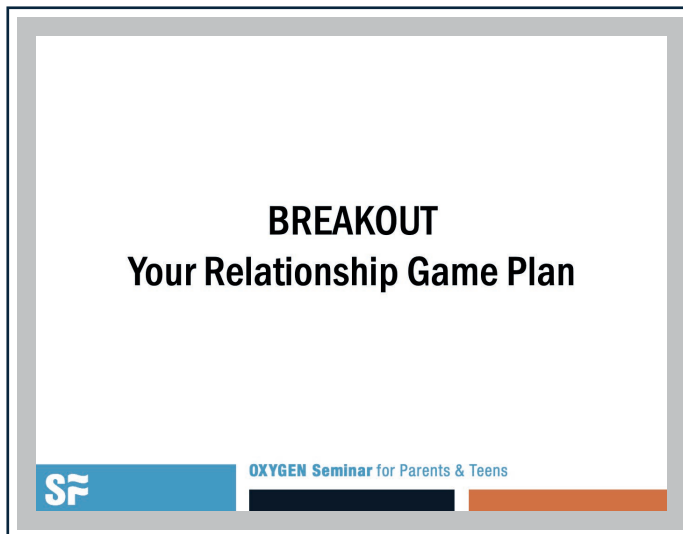
Parents stay, Teens convene in their usual meeting spot.

Group discussion prompts:

- 1) What are some Forgive and Let Go examples that you can think of within your family dynamic?*
- 2) How can you demonstrate a spirit of forgiveness in response to these scenarios?*
- 3) What do you think would be an appropriate (for Teens) or effective (for Parents) way to initiate a Forgive and Address discussion? (HINT – Empathetic Communication is a great starting point)*

Bring the group back together.

Advance to the Your Relationship Game Plan slide.



We have covered a lot of material over our time together. You've seen how your differences aren't wrong, they're just different. Your personalities, emotional needs, communication styles and tendencies, love languages, all play in to how your family dynamic can be both a challenge and a sweet union. Going forward, it will be important to have a plan. Be intentional with how you put these tools to use in your normal routine. It would be a huge waste of time to go home and let everything you've learned sit on the shelf gathering dust.

This final activity for your family session is all about creating a game plan. There are multiple BREAKOUTS to help you map out a way to put your newfound skills to work after this event.

This final activity usually is the most difficult for facilitators. You will be running behind on time due to the sheer amount of content you've covered with the group. Families will feel the pressure to go and pick up their younger kids or the need to go and pack up their bags (for those doing a retreat), but this final activity is IMPORTANT. Make sure you don't gloss over the final breakouts and action plan.

Advance to the FINISHING STRONG – WITH ARMS WIDE OPEN slide and play the video.

Add Video: Arms Wide OPEN



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Life is not always easy. Tragedy can strike when we least expect it, when we are feeling our best and like we have it all figured out. In those difficult moments it is our family that we should be able to rely on. Yet the reality is that many families have been left to struggle without tools that can keep them strong. You have been shown tools that can create a healthy and lasting connection with your family members. But those tools will not operate on their own on your behalf.

You must put them to work! We all want to have the type of relationship where we know our family members will jump out of the stands and help us cross the finish line. We want to be family members that would offer that to our loved ones in need. We want to finish strong, and we want to finish together. The following activities will help you map out a plan to make that happen!

Advance to the Creating Your Family Mission Statement slide and review the instruction in the Participant Guide with the audience. Release them to work through the activity together. When finished ask for any volunteers to share what they came up with.

BREAKOUT Creating Your Support System



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Advance to the Your Support System Game Plan slide and review the instructions in the Participant Guide with the audience. You may consider providing a personal example or story to help buoy the importance of this activity and increase engagement. Release the families to work through this activity together.

BREAKOUT Creating Your Mission Statement



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