

RESTRUCTURING FRUSTRATIONS – THE BEHAVIOR CHANGE REQUEST DIALOGUE

SENDER

1. Request an appointment: “I would like an appointment to express a frustration and make a behavior change request.
2. State the frustration in one short sentence, i.e. “When you don’t look at me when I talk, I get frustrated.”
3. Describe the frustrating behavior fully and state your feelings: “What frustrates me is (state the behavior)...”
4. State the childhood wound along with the feelings connected to it: “It reminds me of (describe event or memory)... when I was a child and makes me feel (describe feeling)...”
5. State your desire in general terms, i.e.: “I want you to listen to me when I am talking.”
6. Make a behavior change request including how it would help you and make you feel, i.e.: “Whenever I am talking to you, I want you to stop what you are doing, look me in the face, and mirror back what I have said. I would like you to do this 3 times each week for the next month. This will help me know that I am visible and important to you and I will feel happy and relaxed.”
7. Give another options or options, if necessary.
8. Thank your partner, i.e.: “Thank you. That will reduce my fear of (childhood wound) and give me a feeling of ... (fill in the blank)...”

RECEIVER

1. Grant your partner an appointment as soon as possible. Now, if possible.
2. Mirror your partner, then add, “ I am ready to hear your frustration fully, is there more?”
3. Mirror, validate and express empathy. Then say, “Does this frustration remind you of anything in your childhood?”
4. Mirror, validate, express empathy. Then ask, “What is it you desire or ask of me?”
5. Ask “Is there more about that?” When your partner is finished, mirror, validate, express empathy, then say “What could I specifically do that would help meet your desire?”
6. Ask “Is there more about that?” When your partner is finished, mirror, validate and express empathy. Grant the request as a gift to your partner or ask for another option if the request is impossible for you now.
7. Grant the request or make a counter proposal. Say” I will gift you with (describe what you will do).”
8. Say “You are welcome!”