Welcome to:

Listen Up!

Authentically Connecting to Your Client's Journey



Presenter:

Dr. Roy Smith, M.Div, Ph.D

Founder of Pennsylvania Counseling Services Founder & President of Servant's Oasis Founder of LiveUp Resources







SERVANT'S OASIS

Refresh | Reset | Grow

Servant's Oasis is a nonprofit, nondenominational ministry based in Harrisburg, PA, which exists to equip, empower, and inspire servant-leaders physically, mentally, and spiritually to rekindle their passion and enhance their impact.

www.servantsoasis.org











Pennsylvania Counseling Services exists to help children, adults, and families discover their greatness. With 26 mental health and addiction clinics serving 11 counties in South Central Pennsylvania, PCS has served the community for over 40 years, and helped over 19,000 individuals in 2023.

www.pacounseling.com





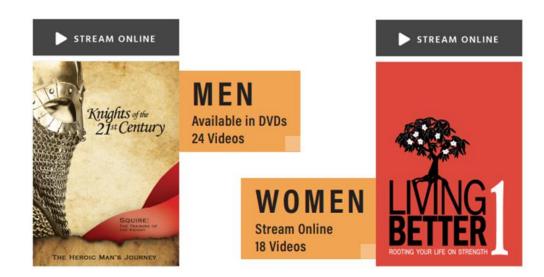
LiveUp Resources provides a constantly expanding library of books and video resources to help people grow, strengthen their relationships, and ultimately live up to their God-given potential.

www.liveupresources.com





WORKBOOK AND VIDEO STUDY



ONE BOOK BUNDLE



All proceeds go to Servant's Oasis to help ministry and community leaders refresh, reset and reignite their passion for serving others. All survey information given is confidential and intended for internal purposes only. We hope to improve our future materials with the information you provide.

Thank you for supporting SERVANT'S OASIS



Goals to be achieved through this training program with God's help:

Accomplishing Your ABC's

- A. You feel <u>Appreciated</u> and recognize the importance of who you are and how you contribute.
- B. You <u>Believe</u> in your capabilities and learn how to utilize them in ways that enhance your life and the lives of others.
- C. Your ministry's <u>Competency</u> is strengthened as you're further equipped through receiving encouragement, honestly sharing, Holy Spirit-led inspiration, strengthening received through relationship building, and personal development training.



WARNING!

Everything we will discuss here today is designed to help your own life, strengthen your relationships, and assist those you serve. If you think we are giving you several ways to apply what we discuss... we are!

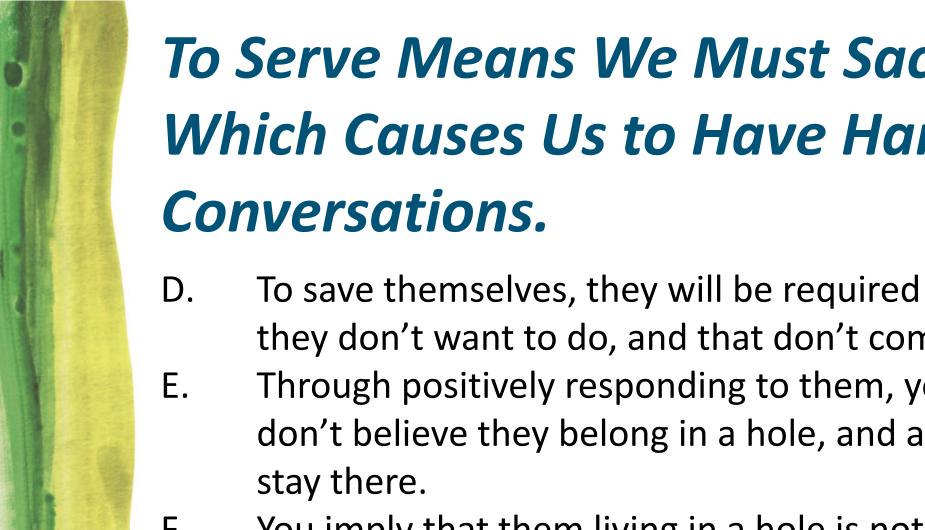
There is no true learning without application.





To Serve Means We Must Sacrifice, Which Causes Us to Have Hard Conversations.

- A. It doesn't help anyone if you agree with them that they are in a hole and handling life inadequately.
- B. When you interact with them honestly, you demonstrate that they are not a complete victim to the hole they find themselves in.
- C. To get out of the hole, you need to prepare them to be uncomfortable.



To Serve Means We Must Sacrifice, Which Causes Us to Have Hard

- To save themselves, they will be required to do things that they don't want to do, and that don't come naturally to them.
- Through positively responding to them, you convey that you don't believe they belong in a hole, and are too valuable to
- You imply that them living in a hole is not satisfactory to you.
- You let them know that they are expected to get out of the G. hole, and that you will invest energy in helping them to do so.



There are three broad ways to look at types of therapy:

- 1. Supportive
- 2. Reeducative
- 3. Reconstructive





What Are the Requirements for Having a Heart-to-Heart Conversation?

1. Am I willing to be wrong in order to discover what is really going on?	<u>Y / N</u>
2. Am I willing to admit I am wrong to the other individual?	<u>Y / N</u>
3. Am I willing to learn something about myself I may not like?	<u>Y / N</u>
4. Am I willing to apologize and adjust my behavior?	<u>Y / N</u>
5. Do I recognize the other's value and respect our difference of opinion?	<u>Y / N</u>
6. Am I willing to give them time to change and restore the relationship that they have	
disrupted?	<u>Y / N</u>
7. Am I strong enough to be authentic, humble, realistic, transparent, and vulnerable?	<u>Y / N</u>
8. Am I able to manage my emotional responses so I can be fair, forgiving, and firm?	<u>Y / N</u>



What Are the Requirements for Having a Heart-to-Heart Conversation?

9. Am I confidently able to express myself, disagree with their perceptions, state cle	arly what is
expected, and follow through no matter what?	<u>Y / N</u>

- 10. Do I have the ability to manage their anger at my choices as well as accept the fact that they may not like me?

 Y / N
 - Am I willing to suffer the inconvenience of being their leader?
- 11. Am I willing to be stretched beyond my comfort zone?

 Y / N
- 12. Have I checked on my emotional fuel gauge to see what emotional resources I have available to begin this conversation and create a reasonable plan?

 Y / N
- 13. Do I have an accountability partner or a mentor to assess my plan with me? Y / N



There Are Four Types of Ways We Relate to Others:

- 1. We don't care about others. We are distant, aloof, and simple.
- 2. We are unloving critics expressing our hostility, control, and perfectionistic tendencies.
- 3. We are uncritical lovers
- 4. We are loving critics





Ruinous Empathy is Defined as Reflecting to Others That the Present Way They Are Relating to You and Behaving:

- Is acceptable.
- Expresses fully their potential.
- Will get them where they want to go.

Help them create a support system they can rely upon without you.



To Develop a Relationship Whereby Nurturance Can Be Felt, Taken In, and Processed, You Need to Provide a Secure, Interpersonal Connection.

Be Aware of the Four Attachment Styles:

- Avoidant
- Anxious / Ambivalent
- Diffused
- Secure





Overcome Resistances that Limit Their Access to What You Want to Offer.

People want to get better while remaining the same.

- A. Presentation management / false self / pretending
- B. Narcissism / "I don't need help" / I have few problems and can deal with those that I do have adequately



- C. Shame / "I am beyond the ability to help"
- D. The different languages of how an identity expresses itself at different levels of developmental maturity
 - Male / Female
 - Psychopath Lacks emotional conscience and empathy
 - Paranoid / Scared regarding their own ability to cope
 - Drama a lot is emotionally stated to create an emotional effect, but is not actually attached to



- Disassociation not connected to reality so what is said is influenced by an unseen reality / disorganized thought process
- Obsessive is stuck in their cognitions that repeat themselves. Compartmentalizes out their emotional responses
- Dependent is looking for you to give them what they need without their involvement. We hate our crutch – the healthy part of us wants to be able to do it ourselves.
- Anxious / Ambivalent every sentence you share may feel like a demand that so increases their internal noise that they feel overwhelmed



- Wounded this individual's encounters with others feels threatening as their past trauma acts as a wall between you and them
- Depression lost in sadness, they are looking for answers outside of themselves with little energy to engage (secret strength, movement, service) "Yes, but..."
- Borderline show different aspects of themselves to others so they are controversially seen in different ways



 Splitting – what they talk about is less important than the process of their importance, power, value, safety, emotional security and recognition. They seek to have others temporarily answer the "are they valuable" question. Constantly seeking more intimately interpersonal connections that violate normal social boundaries

I Hate You Don't Leave Me by Jerold J. Kreisman
Stop Walking on Eggshells by Paul T. Mason and Randi Kreger

Common Defenses

- Denial
- Projection
- Isolation
- Anger
- Escapism
 - 1. Numbing / Addictive
 - 2. Fantasy so don't have to seek nurturance and pursue success in reality



Lower level needs that keep with the client being present:

- Safety
- Food
- Sleep
- Illness
- Substance Use / Abuse





Two Laws of Change:

- A. How we must change our inside to produce more mature actions on the outside. "Recovery 2"
- B. How we act reinforces old patterns or influences us to change within. We do this by acting "as if until." Two types of pretending. "Recovery 1"



Build up their identity so their decision making is more mature.

Through working with you, they should make better choices. You help them accomplish this by:

- A. How you value them
- B. How you reflect them / what they are saying
- C. By how we mirror them / what they are implying or creating for themselves
- D. How we challenge them / confront their self-sabotaging style and the negative self-induced consequences they cause



Build up their identity so their decision making is more mature.

Through working with you, they should make better choices. You help them accomplish this by:

- E. How we free them from past early learned patterns
- F. By how we feed them / provide information and healthy adaptive mechanisms so they can clearly make their own healthy decisions
- G. How we help them discover their whole self
- H. By how we present alternatives to them

Themes of Therapy:

- A. Story +/or assessment (dots / some influence more than others)
- B. Ambivalence clarifying the various elements within us that periodically conflict with one another
- C. Being versus fixing (woman at the well)
- D. Living with disappointment (not trying)
- E. Need for a support system beyond you
- F. Key words to understand their emotional motivations. Follow what they tell you, whether they know it or not. God created us to seek help



Themes of Therapy:

- G. Continue ongoing assessment as interventions are made
- H. Help them express and relabel and reframe early emotional ruts
- Self-image our self-view cerates expectations that lead to self-fulfilling prophecy actions
- J. Helpful metaphors row boat, tennis, skunk, guillotine



- We want this conversation to be a therapeutic encounter, one that both individuals benefit from.
- You just took the first step!
 - A. Discover what is really bothering us and put it into words.
 - B. Assess what out underlying motivations are that make this heart-to-heart conversation necessary.



- C. Decide the time, place, and method for introducing the heart-to-heart conversation.
 - Sometimes, you warn the individual.
 - Other times it is better to be spontaneous.
- D. Decide on what your basic message will be.
- E. Review why the person has value and importance, and the significance of the issue to both of your lives.



- F. Imagine the best outcome that could occur.
 - It may lead to them choosing to leave and find a better place for them.
 - It may cause you to feel interpersonally closer to that individual because of the deep, honest, sharing you gave to one another.
 - It may cause you to work together more effectively.
 - It may help them rid themselves of self-destructive behavior.
 - It may help them see their value.
 - It may lead them to discover a new way of coping.
 - It may help them relate better to a support system.



G. Assess whether the other has the emotional strength to go there. Don't use this as an excuse not to try. If they are limited, express yourself more behaviorally than emotionally.





- A. Get permission and set up the importance of this conversation.
- B. Be specific.
- C. Be ready to apologize for parts of the process if necessary.
 - Sometimes, they can't hear the message until you unhook them from a thought process that causes them to be different.
 - Ex: I should have talked to your sooner.



- D. Recognize the other's independent point of view and respect it.
 - We might have to agree to disagree.
 - I may not be right, but this is how I feel.
 - Tell me what you think about.
 - Listen to what they are saying and choosing not to say.



- E. Recognize the power differential:
 - Accept that they need to defend themselves and are afraid.
 - Recognize that they may choose to not go there and instead pursue denial.
 - The conversation may not work out the way you desire.
 - You may have to disconnect from the relationship. This
 is easier because you know you tried, gave them
 feedback, gave them time to change and they weren't
 surprised.



- F. Ask more than talk.
- G. Do not label the person's behavior. Listen to their story.
- H. Emphasize process over content.
- Let go of becoming distracted by emotional flares by seeing them for what they really are – stick to the topic.
- J. Let the answers of how to respond come up quietly within you by reflecting on your valuing who they are. To do this, you must:
 - Have courage to go where your feelings take you.
 - Put words to your underlying process.
 - Be authentic.



- K. Ask for what would be a good way to end the conversation and hear from the other their follow-up plan.
- L. Set up smart goals for you to work on together. (Specific, Measurable, Accurate, Realistic, Timely)





You Must Continually Assess the Progress of the Communication.

- A. What does it teach you about yourself regarding how you are responding to it?
- B. Where are you in agreement?
- C. What is necessary to be successful?
- D. Is there something you can give to get in the negotiation?
- E. Has the communication stopped being productive?
- F. What is holding you both back from a mutually beneficial agreement? (Win win)



You Must Continually Assess the Progress of the Communication.

- G. Is the person still emotionally available to continue?
- H. What can you do to end the conversation well?
- I. How can you both measure the other's cooperation and following up on it?
- J. If there still seems to be a disagreement, what can you agree to together to initiate resolution?

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Coming Soon

Learn More & Register Here:



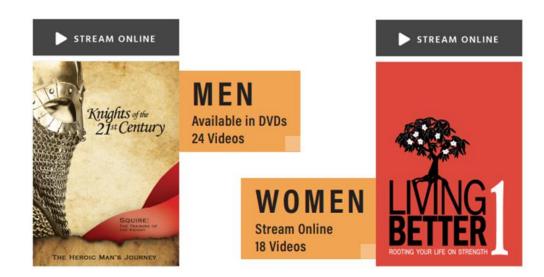








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