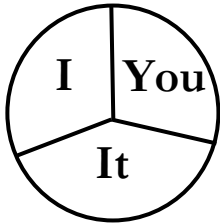


# SAY IT STRAIGHT™ FROM HEARING VOICES TO MAKING CHOICES

## COMMUNICATION EXCELLENCE



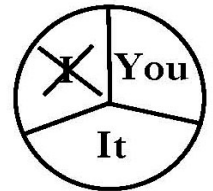
When I say it straight, I count myself, you and the relevant issues. I can agree with you or do something for you without placating or holding a grudge, give feedback and information without blaming or sounding like a computer. I can take time out, relax and play and come back to work. I can be powerful without being destructive and kind without being weak. I can be a leader for positive change. When I say it straight, I have a bill of rights and responsibilities. We can respect each other, even when we disagree. We can tell each other what we think and feel. If we disagree, we can talk it over, resolve it, or reach a compromise and still achieve positive results.

### Problems arise when we discount the "I" the "You," or the "It."

When we placate, we act on, ***"Don't impose!"***

Some rules that follow:

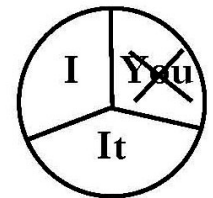
- I must always be available for others.
- I must never put my needs first.
- I must never disagree.
- I must always please everyone.



When we bully or blame, we act on, ***"Don't let anyone put you down!"***

Some rules that follow:

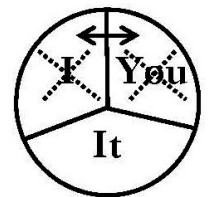
- I must always win.
- I must always be right.
- I must never apologize.
- I must never be at fault.



When we are passive-aggressive, we act on, ***"Don't get mad, get even!"***

Some rules that follow:

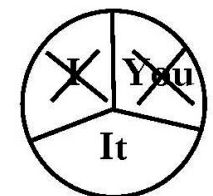
- I must always appear friendly.
- I must never show my anger.
- I must always get even, but hide it.
- I must never let on that I will get revenge.



When we are super-reasonable, we act on, ***"Just give me the facts, feelings don't matter!"***

Some rules that follow:

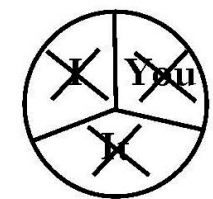
- I must never be vulnerable.
- I must never cry.
- I must always have all the answers.
- I must always look smart.



When we are irrelevant, we act on ***"Don't be serious, lighten up!"***

Some rules that follow:

- I must never take anything seriously.
- I must always avoid difficult issues.
- I must always be the life of the party.
- I must never let anyone know what I'm thinking.



**There are nuggets of gold in each of the disempowering communications/behaviors.  
The way to mine them is to transform the rules into useful guidelines  
by counting oneself, others and the issues at hand.**