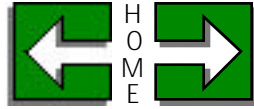


CHECK-UP QUESTIONS

MAKING CONTACT SKILLS



- 1. QUESTION: IF ONE PERSON HAS 291 PROBLEMS ON THEIR LIST AND THE OTHER PERSON HAS 3,911 PROBLEMS ON THEIR LIST - WHICH ONE IS THE MOST AT FAULT?**

ANSWER: NEITHER. THEY BOTH EXPERIENCE THE "PAIN" OF EACH PROBLEM REGARDLESS OF WHICH SIDE OF THE RELATIONSHIP LISTS THE PROBLEM.

- 2. QUESTION: ARE THE ITEMS LISTED REALLY THE PROBLEMS OF THE RELATIONSHIP OR ARE THEY JUST THE SYMPTOMS? WHY?**

ANSWER: SYMPTOMS. THE REAL "CAUSE" OF THE PROBLEMS ARE BAD "THINKERTOYS" AND NOT HAVING LEARNED OR NOT CHOOSING TO COMMUNICATE IN A WAY CONTACT IS ESTABLISHED AND BONDING OCCURS.

- 3. QUESTION: WHAT DOES "BONDING" MEAN?**

ANSWER: TO BE ABLE TO COMMUNICATE IN A WAY PROBLEMS ARE RESOLVED IN AN "EQUAL VALUE" WAY SO THAT LOVE OR POSITIVE REGARD GROWS OR INCREASES.

- 4. QUESTION: WHERE DOES THE "PAIN" IN THE RELATIONSHIP COME FROM?**

ANSWER: DOING "WHIRLYKITCHETS".

- 5. QUESTION: WHAT IS A "WHIRLYKITCHET"**

ANSWER: A PATTERN OF REACTING INSTEAD OF RESPONDING APPROPRIATELY. IN REACTING OUR EMOTIONS ARE NOT UNDER CONTROL AND WE ARE NOT COMMUNICATING IN A WAY THAT ALLOWS DIFFERENCES TO BE RESOLVED.

- 6. QUESTION: IS "WHIRLYKITCHETS" DISEASE CONTAGIOUS OR INFECTIOUS?**

ANSWER: BOTH.

7. QUESTION: AS "PAIN" BUILDS IN A RELATIONSHIP WHAT TYPE OF ACTIVITY COULD OCCUR OUTSIDE THE RELATIONSHIP TO MEET UNFILLED NEEDS?

ANSWER: NURTURING.

8. QUESTION: IF A PERSON NURTURES PHYSICALLY OUTSIDE OF THE RELATIONSHIP (COMMITTS ADULTERY) IS THIS THE PROBLEM OR IS IT A SYMPTOM?

ANSWER: A "SYMPTOM". THE PERSON NEEDS HELP FROM THEIR HELPMATE AND NOT THEIR CONDEMNATION OR FOR THEM TO SEIZE ON IT TO JUSTIFY ALL THEIR OWN BEHAVIOR.

9. QUESTION: IF A PERSON LEAVES ONE "PAINFUL" RELATIONSHIP AND TAKES THEIR "WHIRLYKITCHETS" INTO ANOTHER RELATIONSHIP WITHOUT COUNSELING OR A LEARNING EXPERIENCE - WHAT IS LIKELY TO HAPPEN?

ANSWER: THEY MAY CONTINUE TO EXPERIENCE THE SAME PROBLEMS AND SYMPTOMS.

10. QUESTION: WHAT IS THE DIFFERENCE BETWEEN "DIRECTION" AND VELOCITY"?

ANSWER: "DIRECTION" INDICATES THE PATTERN OR COURSE IN WHICH A PERSON IS GROWING (NEGATIVE OR POSITIVE) AND "VELOCITY" INDICATES THE SPEED AT WHICH THEY ARE BECOMING AWARE, GROWING OR UNPRACTICING.

11. QUESTION: WHAT ARE THE FIVE RESPONSE SYSTEMS IN WHICH WE NEED TO ACHIEVE "BONDING" TO HAVE A COMPLETELY FULFILLING RELATIONSHIP?

ANSWER: S P I E S - THE SOCIAL, PHYSICAL, INTELLECTUAL, EMOTIONAL AND SPIRITUAL CONTENTS OF OUR LIVES.

12. QUESTION: HOW MANY SKILLS OF COMMUNICATION ARE THERE IN THE PRESENTATION AND WHAT ARE THE "KEY" WORDS FOR EACH?

ANSWER: THREE - SET ASIDE, PROBE AND VALIDATE.

13. QUESTION: WHICH OF THESE SKILLS IS THE MOST DIFFICULT?

ANSWER: ALL ARE EQUALLY DIFFICULT. SETTING ASIDE YOUR FEELINGS MEANS CHOOSING TO EXERCISE CONTROL OVER YOUR EMOTIONS. PROBING REQUIRES THE LEARNING AND PRACTICING OF EACH PROBE UNTIL IT IS USED NATURALLY IN CONVERSATION. VALIDATING REQUIRES THE PATIENCE TO GO A LITTLE SLOWER IN CONVERSATION TO ASSURE "CONTACT" IS ESTABLISHED AND THE "BONDING" PROCESS IS COMPLETE.

14. QUESTION: EACH SKILL OF COMMUNICATION CONTAINS THE WORDS "FEELING" AND "CONTENT". WHAT DO THESE TWO WORDS REPRESENT AND WHY ARE BOTH IMPORTANT?

ANSWER: "CONTENT" IS THE "WHAT" OR SUBJECTIVE MATERIAL THE PERSON IS ATTEMPTING TO COMMUNICATE WHILE "FEELINGS" IS THE AMOUNT OF IMPORTANCE THE PERSON ATTACHES TO "WHAT" THEY ARE SAYING - "HOW" THEY FEEL ABOUT IT.

15. QUESTION: ON THE "PROBLEM SOLVING" LADDER THE FIRST THREE RUNGS REPRESENT THE SKILLS OF COMMUNICATION AND THE REMAINING SIX ARE WHAT JIM CALLS THE SKILLS OF NEGOTIATION. WHAT PROBLEMS REQUIRE "SKILLS OF NEGOTIATION"?

ANSWER: THOSE NOT SOLVED AS A RESULT OF EMPLOYING THE "SKILL OF COMMUNICATION" AND THE "SKILLS OF COMMUNICATION" ARE ESSENTIAL TO "NEGOTIATION".

16. QUESTION: WHAT DOES THE "3" STAND FOR IN THE "LOGO"?

ANSWER: A POSITION BOTH PERSONS MUTUALLY AGREE TO AS A RESULT OF USING THE "SKILLS OF COMMUNICATION". A POSITION THAT DOES NOT REQUIRE "NEGOTIATION" AND IS CHOSEN WILLINGLY BY BOTH PARTIES. IT IS A NEW POSITION FOR BOTH AND WAS NOT "HIS" OR "HER" ORIGINAL POSITION.

17. QUESTION: WHAT DOES THE "R" IN THE "LOGO" STAND FOR?

ANSWER: THE "RELATIONSHIP" POSITION TO WHICH BOTH "HE" AND "SHE" NEGOTIATE. THE "R" IS A POSITION USED WHEN "HE" DOES NOT AGREE WITH HER POSITION, "SHE" DOES NOT AGREE WITH "HIS", THEY BOTH DO NOT SEE A MUTUALLY AGREEABLE 3RD POSITION AND MUST "WILLINGLY CHOOSE TO GIVE UP" SOME OF THE THINGS THEY "WANT FOR THE SAKE OF THE RELATIONSHIP".

18. QUESTION: HOW MUCH "VALUE" SHOULD INDIVIDUALS PLACE ON THE RELATIONSHIP?

ANSWER: AT LEAST AND "EQUAL VALUE".

19. QUESTION: WHAT IS THE DIFFERENCE BETWEEN "STATUS" AND "ACTION"?

ANSWER: "STATUS" IS THE "MODE" OF HOW "RECEPTIVE" A PERSON IS TO THE IDEA BEING SHARED WHILE "ACTION" IS THE BEHAVIORAL DISPLAY THE PERSON SHARING THE IDEA SHOULD USE TO ACCOMMODATE THE MOOD OR MODE OF THE OTHER PERSON.

20. QUESTION: WHAT DOES "RAPPORT" MEAN?

ANSWER: THE DICTIONARY SAYS THAT TO HAVE "RAPPORT" IS... "TO BE IN HARMONY". HARMONY IS A "QUALITY" OF CONVERSATION ACHIEVED, EVEN IF THERE IS DISAGREEMENT.

21. QUESTION: WHICH "STATUS" IS SOMETIMES CALLED THE BUY MODE?

ANSWER: EXCELLENT. THE PERSON IS INDICATING AGREEMENT AND FURTHER EFFORTS TO PERSUADE OR INFORM THE PERSON ABOUT THE IDEA BEING SHARED IS NOT REQUIRED.

22. QUESTION: WHEN SHOULD A PERSON "WITHDRAW" FROM THE CONVERSATION?

ANSWER: WHEN "RAPPORT" IS "BAD". THE OTHER PERSON MAY NOT HAVE TIME TO HEAR THE IDEA BEING SHARED OR IS VOICING "REJECTION" AND NOT AN "OBJECTION". WHEN IT IS OBVIOUS YOU ARE WASTING YOUR TIME.

23. QUESTION: DOES "RAPPORT" ALWAYS STAY AT THE SAME LEVEL DURING CONVERSATION?

ANSWER: NO. IT FLUCTUATED DEPENDING ON WHETHER YOU REACT NEGATIVELY OR RESPOND APPROPRIATELY TO THE OTHER PERSON AND THEIR STATE OF MIND AT THE TIME OF THE CONVERSATION.

24. QUESTION: ON THE "APPROPRIATE RESPONSE PROBES" GRAPHIC THERE ARE THREE CATEGORIES OF PROBES - THEY ARE?

ANSWER: STEERING, SUPPORTING AND CHECK-UP PROBES.

25. QUESTION: HOW MANY TYPES OF "STEERING PROBES" ARE THERE AND WHAT ARE THEY CALLED?

ANSWER: STARTER, DEVELOPER AND GUIDER.

26. QUESTION: WHY ARE THEY CALLED STEERING PROBES?

ANSWER: THEY START THE FLOW OF CONVERSATION AND LEAD OR GUIDE IT WITHIN A CERTAIN FRAME WORK ALONG THE DIRECTION IT NEEDS TO GO IN ORDER TO "DEVELOP RAPPORT" AND SHARE THE IDEA BEING PRESENTED.

27. QUESTION: HOW MANY TYPES OF "SUPPORTING PROBES" ARE THERE AND CAN YOU NAME THEM?

ANSWER: 4 - COURTESY PERIOD, MIRROR FEELINGS, CONTINUER AND VALIDATOR.

28. QUESTION: HOW MANY TYPES OF "CHECK-UP PROBES" ARE THERE AND WHAT ARE THEIR NAMES?

ANSWER: MEMORY, TRANSLATION, INTERPRETATION, APPLICATION, ANALYSIS, SYNTHESIS AND EVALUATION.

29. QUESTION: WHY WOULD YOU START REVIEWING THE MATERIAL YOU PRESENTED USING "MEMORY" QUESTIONS FIRST?

ANSWER: TO MAKE SURE THE PERSON HEARD THE INFORMATION CORRECTLY AND IS ABLE TO RETAIN AND RECALL IT FOR USE. TO MAKE ADJUSTMENTS TO INFORMATION INSTALLED INCORRECTLY BY THE INSTRUCTOR, PARENT, MANAGER, PRESENTER, ETC.

EXERCISE:

HAVE MEMBERS OF THE CLASS GIVE EXAMPLES OF EACH OF THE PROBES.

