

EFFECTIVE RELATIONSHIP

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Effective relationship

Relationship is one of the necessary and natural human needs. Yet, most of the human anxieties are caused by problems in relationships that often affect more than half of the patients suffering from mental illnesses. Relationship is one of the most important sources of happiness in life. Unfortunately, in the present age, technology has replaced many human relationships and has reduced the levels of happiness and satisfaction in people's lives. This is one of the greatest helplessness of human beings today. René Spitz, a psychologist who has studied children from orphanages for many years, has noticed that when these children reach school age, they have less mental development than those children who grow up in their own family. Also, despite the high level of health and welfare facilities, the mortality rate in orphanage children was much higher than the children who grew up in the family. In his research, Rene Spitz blamed this on the lack of physical caressing and not being hugged as a child. Eric Berne extended

the concept of physical caress to the psyche and used the word caress instead of communication. He professes that a person who does not receive caresses will be subject to undue mental pressures. Eric Berne also introduces a concept called “emotional literacy” which signifies the training required to raise awareness of the importance of caressing. Our society has suffered severely both in the teaching of physical caress and in the teaching of mental caress. As children, we were all instructed and taught by our parents about the five limiting and restrictive laws in term of getting and giving caress.

- Restrain yourself from caressing even when you are able to.

In many cases, we think that loving others or expressing interest causes others to be impudent.

- When you need a caress, do not ask for it. We believe that if we express, we look weak. And a strong person is one who does not need others.
- When you want a caress, if they give it to you, do not accept it. We believe that by doing so, we will be seen as independent and

self-sufficient.

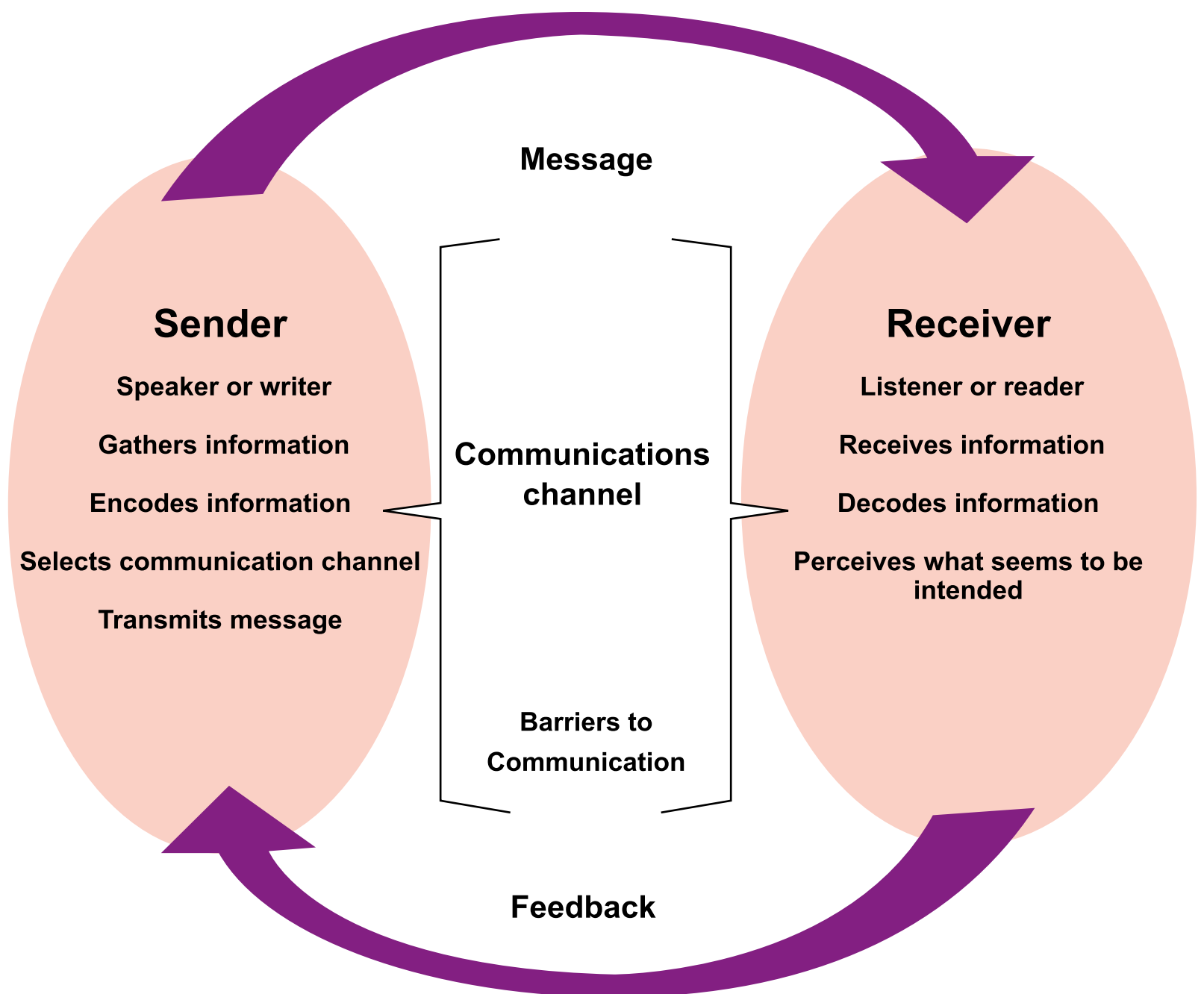
- Do not reject when you do not want to be caressed. (It means unhealthy caress).

We believe that if we do this, we will look rude and cruel. While sometimes we need to eliminate poisonous people (will be explained) from our lives.

- Do not caress yourself.

Relationship is the way in which two or more people or things are connected, or the state of being connected. It concerns how they regard and behave towards each other. Communication is important in relationships. Communication is the act of imparting knowledge or the interchange of information, ideas, opinions or feelings. Poor communication skills are the largest contributor to conflict in relationships. Relationships are based on interactions that involve communication and the transmission of messages.

Communication process model



Communication components

- Message.
- Sender.
- Receiver
- Communications channel
- Feedback.
- Conditions and environment for sending the message (barriers - obstacles and limita-

tions - rules and norms and customs - shared knowledge - past events - expectations).

Factors which hold us back in relationships:

- Prejudices and stereotypes.
- Truth.
- Giving nicknames and labeling people.
- Generalisations.
- Threatening.
- Mocking and humiliating.
- Lecturing others.
- Presenting solutions.
- Advising.
- Instructive and commanding conversation.
- Denial.
- Counterattack
- Passive aggression or anger.
- Redirecting conversation.
- Feeling victimized.
- Blame.

- Expectation.
- Judgement.
- Reassuring.
- Interrogation and disapproval.

Interpersonal communication can be evaluated from two points of view:

1. Pragmatism (practical techniques).
2. Satisfaction (feeling of satisfaction and pleasure).

Types of communication

Verbal: Related to spoken words and other sounds that convey information and meaning.

Non-verbal: Related to head and body movements that form part of information.

Techniques related to sender:

1. Content of the communication (subject of conversation).
 - a. Including what I am talking about is being attractive, fresh, exciting, positive or negative, paying attention to cultural contexts.
2. Only talk about one topic at a time.

3. Do not speak in situations of anger and stress.

4. Pay attention to the translingual elements (tone of voice, rhythm of voice, way of speaking).

5. Use word “I” instead of starting sentences with “You”. Start with “my”.

a. Consider this example:

- ‘You were late and made me angry’.

b. Use the word “I”: ‘I get upset when I wait’.

6. Speak objectively (in a visual way) (clearly, simply and measurably).

a. Look at this example: I want you to pay more attention to me. Objectively: I want to be with you at least once a week for a few hours.

7. Use bold and assertive communication styles. In relationships, we have four types of communication styles:

a. Passive style: People who use a passive communication style often act differently, being obedient to others. The main characteristic of passive communicators is that they are incapable of expressing their feelings, needs

or desires and allow others to talk to them. Often, passive people are exposed to misunderstanding, increased anger or resentment due to their inability to communicate with others.

b. Aggressive style: People with aggressive communication styles often order, ask in an indecent manner, and are inattentive to listening to others. But they may also act as a manager or a strong person who gets the attention and respect of those around them.

Some of the phrases used by aggressive people are as follows:

“I’m right and you’re wrong.”

“It’s your fault.”

c. Passive-aggressive style: People with a passive-aggressive communication style may seem passive on the surface, but inwardly they may feel weak or powerless, which can lead to resentment and eventually they may get upset.

Most people with a passive-aggressive communication style whisper to themselves more than they do in front of a person or subject. They hardly express their anger, use situations that do not show their feelings, and even

deny the problem, even if there are problems. People with a passive-aggressive communication style often communicate with their body language, in the absence of open communication with others. These people may seem to be participating on the surface, but they may generally be doing the opposite.

d. Decisive or bold style: This style is one of the most effective forms of communication in relationships. This style has an open communication feature.

People with this style can express their needs, interests, ideas, and feelings, while also taking into account the needs of others.

People with this style try to be both winners in one interaction. And they do not seek to dominate them. They respect the rights of the other party. They do not seek to impose their views. But worries about expressing their expectations in a positive way are also incorrect.

8. Avoid destructive criticism.

9. Be careful in choosing words.

10. Suggest instead of command.

11. Ask questions to elicit views or comments from the listener.

12. Using the “sandwich” technique.

a. To reduce the unpleasant effect of a message or negative news, put it between two phrases or positive news and present it to the audience thus: positive sentence, negative sentence, positive sentence - as an example:

- Ahmad, you are a hard working student. Although your math grade is lower than expected, you got excellent grades in Persian courses and science.

- Sarah dear, you are a wonderful cook. Although the stew is a little salty, the soup is really tasty.

- Mom, you are very kind, although sometimes I get upset because of your many reminders, but I know you love me very much.

- Etc.

b. Putting a negative sentence between two positive sentences reduces the severity of its destructive effect. Additionally, by pointing out the positives, one feels that only the negatives have not been seen. Fairness has been observed and for this reason there will be more incentive to change and improve the situation.

13. Pay attention to body language.

a. The transmission of the message is 35% verbal and 65% non-verbal, which includes the following:

Smile, way of looking, body and tone of voice, body position (standing - sitting - movement), body gestures, head and face movements (eyebrows - mouth, etc.), contact, physical distance, appearance (clothes and make-up).

14. Always match what you want to say with appropriate non-verbal behavior.

15. Consider the right environment and time for conversation.

16. Do not rush to conclusions and keep talking until you feel angry and stressed.

17. End the conversation with a mutual pleasant feeling.

I was glad to talk to you and ...

Active listening

If you want to find out the truth of a human being, do not listen to what he says, listen to what he does not say.

Active listening is a technique that requires the listener to fully concentrate, understand, respond and then remember what is being said. Active listening consumes as much energy as talking or even more.

Active listening errors

- Interrupting and changing the subject.
- Doing things that show your boredom. Such as repeatedly looking at the clock - looking outside - flipping through a magazine - sighing - yawning - scratching your head.
- Talking to someone else.
- Arguing
- Repeating word for word of the other's speech.
- Lagging behind: You were saying that ...

- Deleting important parts of what the other person says or add something else.
- Reduce or intensify the intensity of the other party's feelings.
- Predicting.
- Analyzing and interpreting, judging.
- Referring to yourself.
- Ignoring the other person's feelings about what he or she is saying.
- Minimizing, rationalizing, reassuring, providing solutions.

Active listening skills

- Paying attention.
- Empathetic approach.
- Giving feedback.
- Open and neutral questions.
- Summarizing.
- Disarmament method.

Feedback phrases:

- Using pronoun: my - me - mine - us – all

– Using of sensory expressions in interpretations: I saw... - I see that... - I feel... - I realized... - It looks... - Apparently you...

Feedback of thoughts: I think... - In my opinion... - I think... - I expect... - If I do not make a mistake... - You mean that ...

Emotional feedback: I feel... - I'm happy because... - I'm sad, because... - I'm sure that... - I proud... - You feel...

Although emotions are expressed non-verbally, words add to its power.

Feedback of desires: so that others know what you want.

I want... - I do not want... - I like ...- I intend... - I prefer...

Feedback of actions: Expressing what you have done - What you are doing - What you will do.

Summarizing

Summarizing means that you summarize all the facts you have received in one sentence.

Example: So, you said that you will do your homework first and then you will tidy the room.

You are telling me that you tried your best

but the case was out of your control.

Neutral questions and expressions

Neutral questions and expressions because neutrality encourages the other person to explain some parts of the subject in more detail.

Example: For what reason do you insist on accepting the invitation, while you did not insist on it for others?

Explain to me more why you want to reject this lesson?

Disarmament

Find and confirm facts in opposite statements. No one is one hundred percent wrong, usually when he approves someone, he also approves himself, at the same time you disarm the other party and say no.

Example: Right with you..., I behaved in a situation like yours..., I also felt really uncomfortable in your situation...

Practice

– Pay attention and find barriers to your listening in your conversations with your

spouse, children, colleagues, etc.:

- Which obstacles did you use the most?
- Were the situations similar?
- Which topics do you find most difficult to listen to?
- Are the barriers the same when listening to other people and your spouse?
- Does being aware of the barriers to listening change your usual listening style?

Requirements for happiness and a peaceful life

1. Emotion processing techniques

- **Emotional control:** Learning the skill of controlling unpleasant emotions such as anger, sadness and anxiety that reduce feelings of satisfaction and pleasure in relationship.
- **Letter writing:** One of the techniques of expressing negative emotions is writing, especially in situations where there is no possibility of direct expression of emotions.
- **Empty chairs and two chairs:** Gestalt techniques for discharging emotions and communicating with repressed emotions.
- **Acceptance list:** It is one of the techniques of third wave therapies (ACT, Mindfulness, etc.) to increase the feeling of value and satisfaction in life and relationship.

2. Eliminating toxic people

- **Rumour mongers and Complainers:**

They always have a reason to complain. From costly to warmer weather or the noise of a neighbor's building, all things can negatively affect these people and become a barrier to their happiness. Toxic people not only take these reasons from one conversation to another, but also try to involve you in their words and thoughts. And they are looking for your approval and support.

- **Distrustful and pessimistic:** They have the illusion of conspiracy and think that every simple word that comes out of the language of others signifies them. For this reason, they always have a difficult answer in their minds and never rest.

- **Controller:** They never care about what others say, because they have the illusion that they know everything right and have a great solution to every problem.

- **Judges:** This group of poisonous people are people who are always critical of everything and everyone. They do not get tired of judging others. You may be able to explain the details to these people in great detail, but they will listen to you without concentration.

- **Moody person:** Some people have absolutely no control over their emotions. They affect your mental happiness, inject their emotions into you, and make you think for a long time that you are the one who made them moody and restless.
- **Jealousy:** Jealous people think that the chicken of the neighbor is the goose. Even when something very good happens to these people, they do not feel satisfied with it. This is because when they have to indulge in this event, they compare their situation with the world. To be honest, if you are careful, you can always find someone who is better than you. Spending too much time with jealous people is dangerous because they teach you not to care about your achievements.
- **Narcissism:** Arrogance is a kind of false self-confidence, which also masks a person's sense of insecurity.

3. Loving yourself

There is a common belief that others and society are responsible for our happiness. People associating themselves with the approval and acceptance of others are in a good mood, and if they are not praised in relation

to others, they feel helpless and empty. The world deserves our love and affection, but we are almost the first to cause our value and credibility to decline. We are the first to criticize ourselves and torment ourselves in this regard. In fact, we are our toughest critics. Therefore, it seems that we need an important exercise: Loving yourself!

- Making a ritual of pleasure in life.

Starting an activity Enjoy and commit yourself to doing it and continuing and maintaining that activity like starting a sport or going to a class and

Exercise: Make a list of activities that you enjoy.

- **Identify your positive points.** All human beings have strengths and weaknesses. But most of them like to know their weaknesses. Our brain has a negative bias. That is, our tendency is to record negative stimuli and describe them, which is also called the absence of positive-negative symmetry. Negative bias of the brain means that we feel the stings and pains of blame and disrespect and ... with much more power than the pleasure of admiration and appreciation and You

need to teach your brain what to focus on.

Many parents, teachers, leaders, and employers follow this unannounced rule: beware of your mistakes and lack of abilities do the job. There are four misconceptions in this area that most people play with:

1. People think that identifying or correcting a weak point leads to a stronger person or organization.
2. People think there is no need to cultivate abilities because they themselves naturally will form and grow.
3. People think that weaknesses are the opposite of strengths. By knowing oneself, weaknesses turn into strengths.
4. People think that achieving an empowered vision in life means that they can do whatever comes to their mind. It is assumed that anyone can achieve anything if he has the will and the effort, but this belief is also incorrect. Because everyone is a set of unique abilities, which probably makes them successful in a particular field, not in all fields.

Exercise: Make a list of things you have done successfully.

– **Kindness to oneself:** Everyone has something about themselves that they do not like. Something that makes you feel ashamed, insecure, or not good enough. Incompleteness is a part of human existence, and the feeling of failure is part of his life experience. Try to write about the problems you have that cause you to feel helpless or feel bad about yourself (such as your physical appearance, work, or communication issues, etc.). How do you feel when you think about this aspect of yourself? Try to feel your feelings the way they are and write about them.

Exercise: Consider an imaginary friend that is completely loving, accepting, kind, and compassionate. Write a letter to yourself from the point of view of this imaginary friend. What would your friend, who has unlimited compassion, say about your “flaws”? How does he convey to you the deep compassion he feels for you? (Especially in the case of pain, which he gives you when you judge yourself so harshly). What will he write to remind you that you are also human, and that the rest

have both strengths and weaknesses?

– **Forgive yourself:** Forgiveness is often not an easy task, do not forget that in order to forgive others, you must first forgive yourself. You can be kind to yourself and others when you forgive yourself.

– **Reward yourself:** We often quickly become aware of and appreciate the success of others. But we are not so quick to acknowledge our own successes. This situation must end somewhere. See for yourself your successes and achievements and appreciate them for them. When you are busy doing something you are proud of, pause for a moment and look at your card. Be grateful to yourself and taste your victory. Praise yourself. Put your hand on your shoulder and say, “Well done to me!”

Do not wait for someone to give you a gift, do it yourself. Treat yourself to a short trip, a cup of hot coffee, an ice-cream, or a delicious dinner.

Exercise: Make a list of things you can give yourself as a gift.

– **Give up perfectionism:** There have been times in our lives when we thought we were

not beautiful enough, smart enough, or strong enough to have what we wanted. Stop these kinds of internal conversations and instead of it say to yourself, “I’m enough!”

- Remind yourself that nothing special needs to happen to make you feel valuable. Whatever you have now is enough.

- **Take care of yourself:** You must protect your body like a holy temple. Get enough sleep, eat healthy foods and exercise. If you feel tired or sick, take time to get enough rest. And do not forget that the health of the body is followed by the health of the soul.

- **Exercise:** Have several meals with family or friends.

- **Exercise:** Gradual reduction of fast food, alcohol, reduction of smoking and ... also increase in consumption of vegetables and natural foods.

4. **Positive thinking**

Satisfaction with life means that in the face of failure and problems, we try to see the positive aspects of life and experience a sense of satisfaction because of them.

- Every day before going to bed, write down

the positive events of that day.

- Write or contact and appreciate the three people who have made an impact in your life.
- Find a way to express the love of your loved ones or family members in the coming week. For example, leaving a note in the bag or giving a message and...
- Every day hug your family members.
- Daily tell to those around you at least one of their positive characteristics.
- Have at least one joint activity with family members in the coming week. Like watching a movie or having tea with each other or cleaning the house together and ...

5. Multidimensional Relationships with human beings

Multidimensions are biological, psychological, social and spiritual. Spirituality is the awareness of a being or force beyond the material aspects of life, which evokes a deep sense of unity or connection with the universe.

Spirituality does not mean religion. Religious people can also be spiritual, but the opposite is not true. Many extremist religious people

turn away from spirituality. Spirituality is a way of experiencing the world and our role with an awareness of the nonmaterial dimension. The most important elements of spirituality are compassion, altruism and patience. Spirituality takes man out of selfishness. Spiritual man is happy to improve the situation. Spiritual people have the following characteristics:

- **Having meaning in life:** The cause of life becomes the meaning of our life. For example, raising a child, writing a book, empowering those around us through our knowledge, etc.
- **Sanctity of life:** The spiritual person sees life as full of wonder and amazement, and life is constantly renewing. Sometimes we are surprised to see a flower, we are surprised by the birth of a baby, we are happy to see the sun rise every day, and so on.
- **Altruism:** love for one another and kindness regardless of religion, gender, nationality, etc.
- **Compassion:** The spiritual man loves everything that exists around him, living and lifeless. Feeling connected to nature and everything that is in it. For example, if he sees a broken tree branch, it will not be rejected. That branch will be attached on something

by him. In middle of the night, when he wants to drive a nail into the wall, he also worries about the comfort of the neighbor. They will not pass by social pains easily.

– **Accepting the tragedies of life:** Accepts life with all its troubles and injustices. For example, he has tried for the entrance exam for a year and crashes exactly the day before the entrance exam and does not reach the exam session but accepts it with sadness. He suffers from a serious illness, but he does not fall into depression.

– **All-round life:** Spiritual man is not one-dimensional. He cares about his job, family, himself, entertainment, etc. It embraces life in all its aspects.

Exercise: Do at least one act of kindness without any expectations in a week.

Exercise: Write a letter of forgiveness to those who have hurt you.

Exercise: Write a list of positive events every day before bed and give thanks for them.

– **Attention to social interest:** Psychologists believe that a social person is born into the world. And is interested in being social.

This social interest is innate in human beings. And like many other instincts, he needs contact with the outside world and guidance and training. The child comes into contact with the outside world first through the mother and family, then through the school, and finally in society with other people. These contacts cultivate a sense of community and learn a sense of responsibility and cooperation.

The social interest of mothers and the love of the mother for the child and the education that she gives to the child begin. Learning the most basic behaviors. It begins from not to push classmates, not to break flowers in the park, and not to throw garbage in the street. And it ends in peace in the community and the feeling of belonging. Our society has a problem in this regard, which is very paranoid. In the family, children are taught to pay attention only to themselves and their needs. It is taught that everyone outside the house is like a wolf who hurts you. Pay attention to the following sentences:

- Do not trust anyone.
- Whoever hit you, hit him.
- If someone wants to be kind to you, do not let them because they want to abuse you.

- We are not like everyone else
- Outside all are wolves.
- Be careful, so someone does not cheat you.
- Do not believe anyone.
- The problems of others have nothing to do with us, we ourselves have thousands of afflictions.
- If you are not a wolf, you will be cheated.
- It is not necessary to burn your heart for anyone.
- People are not trustworthy.
The more socially interested a person is, the more mature he is psychologically. Immature people are self-centered and strive for personal power and superiority over others. Healthy people are sincerely interested in others and pursue a goal that includes the well-being of all human beings. Those who do not have a sense of social interest may become neurotic and even criminal. In fact, social catastrophes range from war to racial hatred and open addiction to those lacking social interest. For example, not parking the car in front of the other's door, respecting the rules

for the comfort of others, being kind to the environment, and ...

Practice: Commit yourself to teaching at least one person what you have learned in class. Ask yourself, if everything I do is done by others, will society be a better place or not?

As the number of exercises suggested is large, you can select several items for each week or each month, and it is not necessary to start all the exercises at the same time.

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