

## **Communication Modes and Conflict Resolution**

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**Conflict:** In growing up I recall conflict with my parents..."Warren, stop playing! It's time to come in and wash up for supper!", with my brother..."Don't touch that radio! We are listening to *Jack Armstrong* and not *The Lone Ranger!*", in school..."Stand up now and recite the poem." All of these memories have a negative flavor for me.

I suggest that we can also look at conflict in a positive way. It can provide an opportunity for increased understanding, both of ourselves and the other, when one mode of reacting in conflict is examined in the way I present to you now.

Sight, hearing, feeling (touch), etc. are senses we each are endowed with. I observe that under stress I find myself markedly sensitive to what I hear, such as the tone of the other's voice, or if I am on the telephone in a stressful

conversation, I have difficulty concentrating if the TV is on in the room, or if there is another conversation nearby. I have learned that I am a Tonal type. When stressed, my usual facility with directions, numbers, facts, seems to leave me. I am so focused on what I hear that I have trouble seeing my car keys even though they are right on the desk. Am I getting old? Actually, when I think back, I have always had such problems... even more so in the past.

What I am suggesting is that under stress each of us experiences a shut-down of all but a single sense and we, in such situations, perceive our world through this channel and are somewhat blind, deaf, or unaware as the case may be to what the world is offering us at that time. No wonder such misunderstanding is commonly encountered.

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### **To Illustrate:**

|                    |         |   |
|--------------------|---------|---|
| <b>Visual</b>      | Phyllis | "The yellow tablecloth is in the wash."   |
| <b>Digital</b>     | David   | "Didn't I stand right here this morning and say 7:30 P.M. at the NE corner of Nordstrom's in University Town Center?" |
| <b>Kinesthetic</b> | Nancy   | Head is down, sobbing   |
| <b>Tonal</b>       | Warren  | "If you didn't take Mrs. Schafer's eraser, why didn't you look her in the eye?"                                       |

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Communication only occurs when the information sent by the sender is received by the receiver. One would say this is obvious. In our examples, the all too common negative outcomes are likely.

With kinesiology as a tool we can provide a path to positive outcomes...understanding, acceptance, and as a consequence, improved relationships.

**How to do this:**

First muscle test in the clear... pre-tests. I use name, test for water, central and governing.

Next, with a finger over the thymus and the subject thinking of a stress, muscle test. If subject holds, have subject think of another stress.

Subject does **NOT** hold, proceed:

Eye to eye contact\_\_muscle test

Visuals do **NOT** hold

Nose in the air, left ear to tester\_\_muscle test

Digitals do **NOT** hold

Head down\_\_muscle test

Kinesthetics do **NOT** hold

Right ear to tester\_\_muscle test

Tonals do **NOT** hold

Discuss with subject or better, discuss with those close to the subject.

**Ask testee if this “fits”?**

Most individuals have one mode for light stress and one for deep stress. Some are the same for all levels of stress.

Donna’s system of muscle check differs from mine. I suggest you adopt the system that seems right for you.

Of what value is this information to you and the other you often conflict with or have difficulty in communication?

I ask you to consider conflict as a normal, natural consequence of interaction between individuals. Persons being different will naturally have differences.

Refer to reprint of Donna Eden’s paper “The Energies of Love” with the “Do’s” and “Don’t’s” for the various communications. She offers strategies for dealing with each type.

We can deal with each other respecting that each has one’s own truth. Further, with an understanding of the communication modes, we can view behavior under stress as an expression of the other’s personality rather than as an unfeeling, uncaring, unaccepting, unloving response to ourselves.

The paper was delivered by Donna in 2001 at the Kinesiology Conference in Lincolnshire, United Kingdom.

**Reference**

“The Energies of Love” by Donna Eden