



Communication Choices

Closed-Hearted (Jackal)	Open-Hearted (Giraffe)
Blaming, accusing, judging, shaming, not owning personal responsibility	Responsible for one's own feelings, needs and action.
Adds perceptions as "truth": evaluations, analysis, diagnosis and labelling	Makes clear observations, Describes situations
Holds resentment/complaints	Practices empathy & forgiveness
Makes demands	Makes requests
Aggressive or passive	Asserts oneself
Shoulds & ought to	States preferences
Monologue or silence	Dialogues with
Exclusive	Inclusive
Right/wrong, good/bad	Without judgment
Attached to a certain outcome	Open to discover positive solutions
Power over/power under	Power with others
Win/lose	Win/win
Unconscious Communication Creates Dissatisfaction with relationships by creating: Lack of trust Lack of respect Misunderstandings Resentments Disharmony Distress & Isolation	Conscious Communication Creates Satisfaction with relationships by creating: Mutual trust Mutual respect Understanding Love, Compassion Harmony Peace of mind & Connection

It is helpful to remember that anyone who is communicating with a closed-heart is in emotional pain. Remembering this helps us to take it less personally, to keep our hearts open, and give empathy.