

ENGAGEMENT

1



Relationship-Based
Practices



ENGAGEMENT

Mind

Body

Heart

Soul

“We build too many walls and not enough bridges.”

Isaac Newton

Reflection

Many people who have been hurt in relationships have a hard time getting close to others. Can you think of someone you worked with who was hard to engage? Have you ever had the feeling that others had a hard time connecting to you?

Action

Make a list of the efforts that you or others made to try to connect over the last few days. Note which ones worked and which didn't. Describe any themes that you see in the two groups.

ENGAGEMENT

2



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Practices



ENGAGEMENT

Mind

Body

Heart

Soul

“I’d love to go hang out, but I have to go sit in my house by myself.”

Allie Brosh

Reflection

Have you ever felt pressured to engage when you didn’t really want to? Do you think that you might have felt more interested in connecting if you had been able to reach out when you were ready?

Action

Act out a scenario with a partner in which one person really wants to make plans to go out together after work and the other doesn’t. Reverse roles. Have a conversation about how it felt to be in each position. What could make for a happy or unhappy outcome?

ENVIRONMENT

3



Relationship-Based
Practices



ENVIRONMENT

Mind

Body

Heart

Soul

“If you look for the bad in people expecting to find it, you surely will.”

Abraham Lincoln

Reflection

For various reasons, some people expect constant, negative change. Maybe this is what they have experienced in the past or simply what they fear. Do you see this in your relationships? What clues do you see?

Action

Think about how a recent change in your work affected you personally and professionally. Identify the key people you talked with. Did you talk with coworkers, supervisors, or those in your care? Why or why not?

ENVIRONMENT 4



Relationship-Based
Practices



ENVIRONMENT

Mind

Body

Heart

Soul

“Nothing is so painful to the human mind as a great and sudden change.”

Mary Shelley

Reflection

Think of a place where you spend a good amount of time and feel safe—your place of work, your classroom, a friend’s house. How would you feel if you walked in and the furniture was different or everything had been rearranged?

Action

Think of someone you know, who has a hard time with change. Name three ways that you can model managing change positively. Note how these can help you maintain stability in the midst of change.

EMPATHY

5



Relationship-Based
Practices



EMPATHY

Mind

Body

Heart

Soul

“My greatest fear is to be misunderstood.”

Elliott Gould

Reflection

Think of a time when you felt misunderstood. What were some of the reasons others did not understand your perspective? Do you think they understood what it is like to be you? Or were they trying to understand your experience from their perspective?

Action

You have been asked to write a brief conversation between two characters in a play. You're told that one has had a pretty easy life and the other experienced a lot of childhood trauma. Use this exercise to demonstrate the difference between empathic and unempathic comments and responses.

EMPATHY

6



Relationship-Based
Practices



EMPATHY

Mind

Body

Heart

Soul

“Tell me what you pay attention to and I will tell you who you are.”

José Ortega y Gasset

Reflection

Think of one of your character traits. What events in life encouraged the development of this trait? Think of a character trait that is very different from the ones you have. Think of a life event or series of events that may have hindered the development of that trait.

Action

Think of a conversation you had in the last week in which you felt as if you understood the other person. List some of the character traits of that person and compare them to yours. Did similarities or differences promote the conversation? Both? In what ways?

EGOCENTRISM 7



Relationship-Based
Practices



EGOCENTRISM

Mind

Body

Heart

Soul

“When I am constantly running there is no time for being. When there is no time for being there is no time for listening.”

Madeleine L'Engle

Reflection

Sometimes when we are stressed or have been through a trying time, we have a hard time thinking about others. Can you think of a time when you were unable to focus on others? How did this affect the people you work with?

Action

List three ways you could put aside your worries when you're stressed so you can focus on others. Describe one of them to someone.

EGOCENTRISM 8



Relationship-Based
Practices



EGOCENTRISM

Mind

Body

Heart

Soul

“Many people take it personally when we’re impersonal.”

Emmanuel Goldstein

Reflection

How does it feel to be around someone who is preoccupied? What assumptions do you make about why that person was distracted? Do you blame yourself?

Action

Write a brief dialogue between two people in which one is distracted and the other one takes it personally. How do they resolve it? Or do they?

ENTHUSIASM

9



Relationship-Based
Practices



ENTHUSIASM

Mind

Body

Heart

Soul

“The real secret of success is enthusiasm.”

Walter Chrysler

Reflection

Imagine that you are just about to leave work and are asked to stay late. What are your first thoughts? If your first reaction was to be discouraged, what would it take for you to feel otherwise? If your first reaction was to feel eager, how could you sustain this?

Action

Think back to a time you felt excited to go to work—it could have been years ago, last week, or even today. List all the things that excited you. How can you focus on those today?

ENTHUSIASM 10



Relationship-Based
Practices



ENTHUSIASM

Mind

Body

Heart

Soul

“If you find what you do each day seems to have no link to any higher purpose, you probably want to rethink what you’re doing.”

Ronald A. Heifetz

Reflection

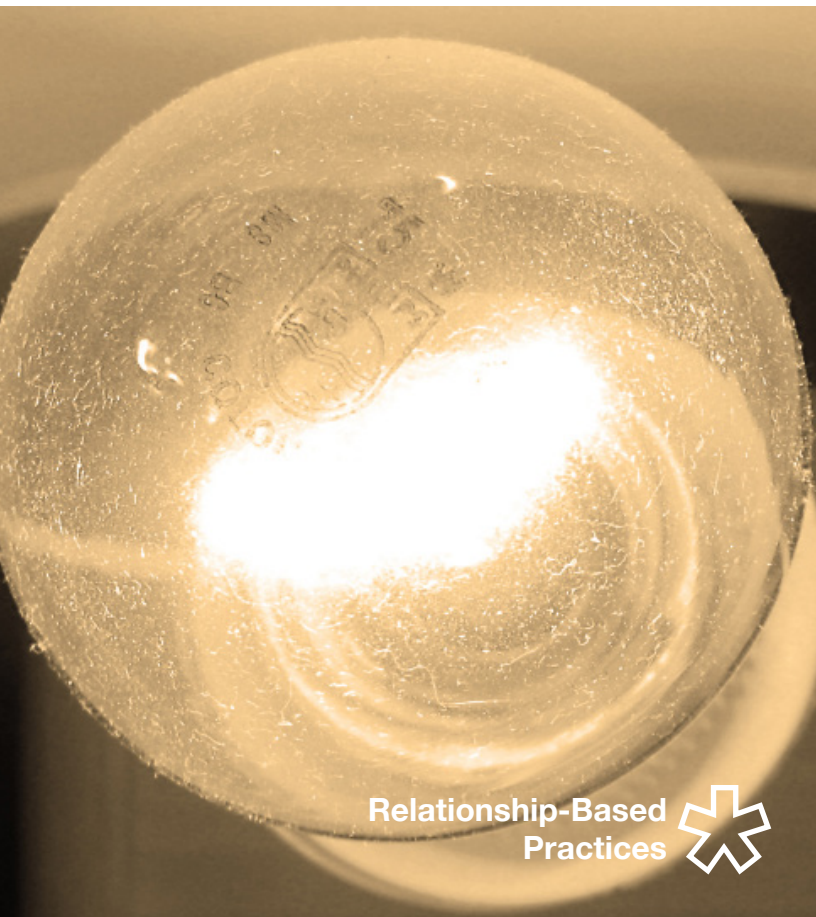
Think back on why you decided to do the work you do. Can you remember? Has that changed? Do you think that you have changed, the work has changed, or both?

Action

Make a list of three hopes you have about the impact of your work. Do you hope to make a difference to just one person? Do you hope to change an entire program or system? What would help you meet your goal tomorrow? Next week? Next year?

EVIDENCE

11



Relationship-Based
Practices



EVIDENCE

Mind

Body

Heart

Soul

“Behavior is a mirror in which everyone displays his own image.”

Johann Wolfgang von Goethe

Reflection

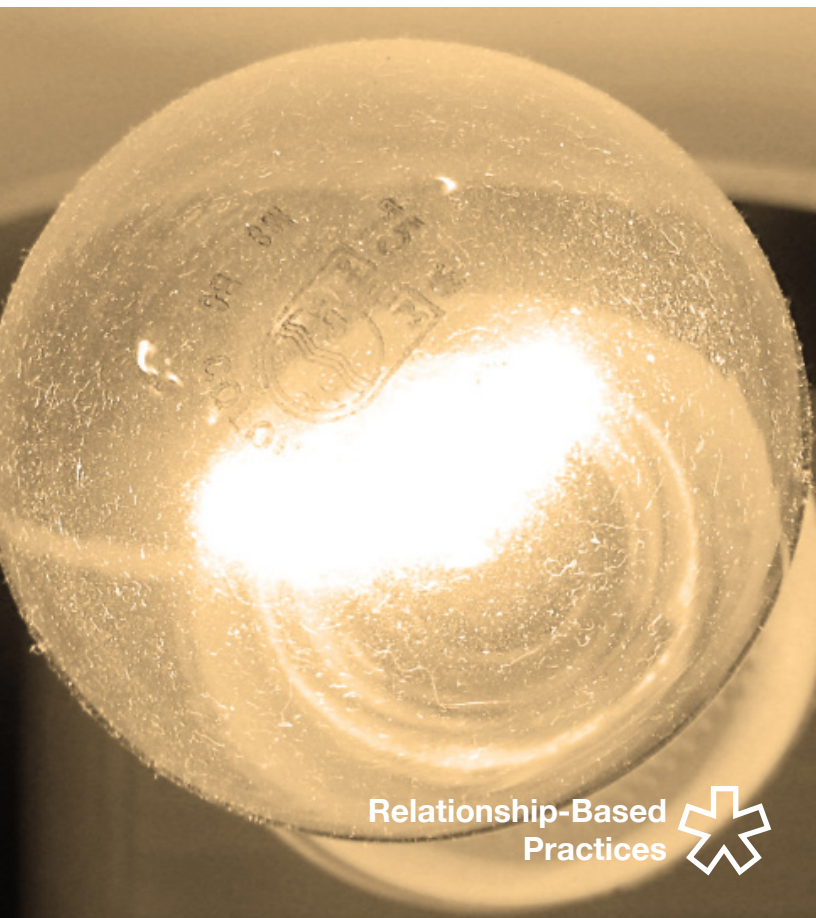
Think of the last time you met with someone. What types of evidence did you collect in your meeting? Were you aware that you were collecting information about patterns and behaviors?

Action

Write a brief character sketch of that person using the information you gathered. Now note what information you would like to have. How would you collect it?

EVIDENCE

12



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Practices



EVIDENCE

Mind

Body

Heart

Soul

“Do research. Feed your talent. Research not only wins the war on cliché, it’s the key to victory over fear and its cousin, depression.”

Robert McKee

Reflection

Research helps us stay abreast with knowledge in our own and related fields. If you could design a study about anything, what would it be?

Action

Identify the topic of your dream study. Find an article on this topic. What did you learn? How could this benefit you in one area of your life and/or work?

ENDURANCE 13



Relationship-Based
Practices



ENDURANCE

Mind

Body

Heart

Soul

“Morning is wonderful. Its only drawback is that it comes at such an inconvenient time of day.”

Glen Cook

Reflection

When do you do your best work? Especially if you have very full days with limited control over your schedule, does it sometimes feel impossible to make sure you are doing good work, regardless of the time of day or the day of the week?

Action

Identify five things you can do to recharge when you feel like you just can't go on. If you did those things earlier in the day, or after a challenging task or meeting, could you avoid feeling exhausted?

ENDURANCE 14



Relationship-Based
Practices



ENDURANCE

Mind

Body

Heart

Soul

“Wherever you are, be there. If you can be fully present now, you’ll know what it means to live.”

Steve Goodier

Reflection

Think about the last time you found your mind wandering. What do you think made it hard to stay present—the person, the time of day, the activity, the topic? What kind of a difference do you think your lack of attention made to the other people in the room?

Action

Make a list of internal and external factors that can lead people to be physically present, but psychically absent. Circle the ones you’re vulnerable to.

EXTENDING 15



Relationship-Based
Practices



EXTENDING

Mind

Body

Heart

Soul

“I wonder what Piglet is doing,” thought Pooh. “I wish I was there to be doing it, too.”

A.A. Milne

Reflection

One way we hold relationships is by thinking of people, even when they are not with us. We wonder – what would they do? What are they doing? What would they think of this?

Action

Think of someone you care about. How many times a day do you think of that person? Does he/she come to mind at particular times of the day? Note three places or activities that make you think of that person.

EXTENDING 16



Relationship-Based
Practices



EXTENDING

Mind

Body

Heart

Soul

“And I wonder if I ever cross your mind/For me it happens all the time.”

Lady Antebellum

Reflection

Have you ever wondered whether or not people think about you? How does it feel to assume they do? Or that they don't? What do you think makes others keep you in mind?

Action

How can you let those who have had hard relationships in the past know that you keep them in mind? Would you call or text or email now? Why or why not?