



6 Steps To Healthy Conversation

Day 7: Engage

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Transcript:

Hi I am Mark Oelze. Welcome back to the PLEDGETalk online FREE mini-course where you are learning a “how to” for when communication *really* matters!

So far we have talked about the first five steps in the PLEDGETalk process.

Pause
Listen
Echo
Disarm
Give

This is the last video - where we will cover the sixth step of PLEDGETalk. It corresponds with the final letter “E” and stands for Engage.

There are two main ideas with this last step.

The first is a continuation of the last video, where we talked about the old principle we learned in Kindergarten, that of “taking turns.”

When using the steps of PLEDGETalk to resolve conflict, we see it is necessary that we *take turns* speaking and listening. Often, when we both have a turn in each position, we see the need to go back for round two or even three. So we go back through the process again switching roles to give each person another chance to share. In this sense we ENGAGE the PLEDGETalk process over and over until the conflict is resolved or we come back to a place of love and appreciation.

The second idea we mean to communicate with the idea of ENGAGE is this: though we train people to use all the principles in the order in which we teach when in conflict, we don’t need to wait until we have conflict to use the principles. In fact, I teach people to use each and every principle every day when talking with others. ENGAGE in their use every time you converse! Here is what I mean:

Get in the habit of **Pausing** before you speak to check how well you are valuing those around you. Consider your choice of words and their intention before they come out of your mouth.

Develop your **Listening** skills by working hard to understand the heart of what others are saying.

Regularly **Echo** back what you hear others saying, particularly when in serious conversation, when what is being talked about *really* matters.

Disarm or Validate what others have to say - and you will be someone that everyone likes having around!

Give your perspective on matters. Don't hold it back. Your ideas need to be heard too. BUT - practice hearing other's ideas first!

ENGAGE in PLEDGEtalk everyday at work, with your friends and neighbors, in your marriage and with your children.

When you practice each of these steps on a daily basis - here is what will happen:

- You will make better and stronger connections with people.
- You will grow in confidence knowing what to say the next time you are in a moment of conversation when what you say next *really* matters.
- You will know how to genuinely understand others and be understood
- You will show others respect and gain theirs
- When conflict occurs, using the principles will be like a second nature
- Your family will become a place of peace.
- Though we can't promise you will never again experience conflict, we can promise you will know what to do when it happens. And if you use PLEDGEtalk not only when you process conflict, but in everyday conversation, your conflict will be greatly reduced.
- Your children will learn PLEDGEtalk as you model and teach them. Knowing it will help them the rest of their lives.

Several years ago, my son Micah called me up from his Graduate School in Miami. He said the following:

Dad, I realized something today. At times I have thought about how you and mom weren't able to help us out a lot financially for college and grad school. BUT on the other hand you really have because you built into us Social Capital. Because you and mom taught all of us kids about how to listen well and give good eye contact, how to be strong in our communication, and to demonstrate appreciation for others when they share, you have actually saved us hundreds of thousands of dollars!

I was stunned, encouraged, in tears, and more!

He went on:

Dad—all three of us kids have gotten the top scholarships available at each school we attended—and I know being able to communicate and relate well, to those who interviewed us for the scholarships played a huge role in us getting them. So just wanted to say thanks!

Then I had more tears!

My son wasn't saying he figured out how to use PLEDGETalk principles for his financial advantage over others—that's not his heart at all. What he saw however is that learning well how to communicate and valuing others in the process, can bring all kinds of benefits including scholarships for school!

Your kids can experience the same!

One more piece of advice. Don't TRY this at home. I always tell people, *don't try PLEDGETalk at home!* And when they look confused I explain to them that the keyword is "try". I don't want them to "try" PLEDGETalk, I want them to DO PLEDGETalk! We have all had the experience of getting excited about something new and then gone home to "try" it, only to find it doesn't work as easily, as quickly, or as well as we had first hoped. Only after we learn more about it, figure out some of the questions we have, and work at it does it work well. PLEDGETalk at the outset looks and seems simple, and on some level it is. But when you put it into practice you must work at it! Only if and when you work at it will it work for you as you hope. So don't try it, do it! Work at it until you get it and it becomes a part of who you are!

Finally:

In these brief videos, I have shared the basics of each step of PLEDGE. Watch for my blog coming in to your inbox for more helps with PLEDGETalk and answers to questions you might have!

Email me to let me know if this has been helpful - or if not let me know that too, so I can learn how to improve it. Give me your questions so that I can respond to them in my blogs. And tell me a story of what happened when you applied what you learned!

Finally, if you enjoyed learning about PLEDGETalk and found it helpful, will you help us help others?

Would you team up with us to get the word out and together make a difference in marriages and families and neighborhoods and workplaces across this nation! If so, use the buttons on this page to share this with others!

Thank you!