

In Praise Of

Many relationships suffer, and many end due to poor communication. In this book, author Marilyn Lee provides information and exercises to help you improve not only your communication skills, but also your attitudes about the world around you and your daily circumstances. Utilizing her suggestions is bound to improve many areas of your life. I highly recommend this book to anyone looking to bring more joy to their lives and to their relationships.

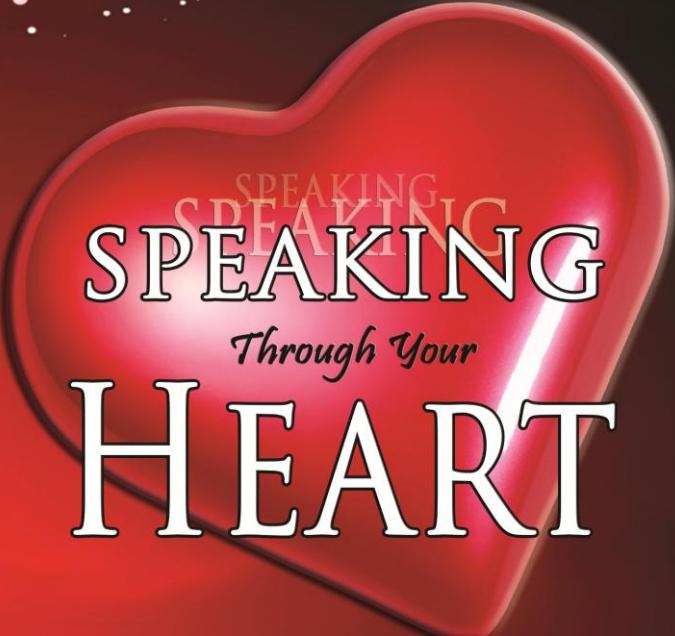
By FLSUNFAN

This is a very enlightening book that could be a life changer if you let it. So often we misunderstand each other, and relationships suffer because of poor communication. In her book, Marilyn Lee presents many strategies and techniques to help improve our communications with each other, whilst at the same time conveying the message that it is up to each of us to choose how we respond to what happens to us in life. She also includes practical exercises' to help implement the suggestions. I think that everyone would from reading this book, because there's always room for improvement, and who doesn't want a happier more fulfilling life!

By Annie Rogers

This book really digs down deep into your soul to help you become a better person. I really enjoyed the way everything was explained because it just seemed like it was a common sense thing that you would assume that you would know, but I felt that I didn't know until I read it in the book. It really describes a lot of what life is about with wonderful images and drawings. I especially enjoyed the chapters about boosting your ego and putting your perception into check. Criticism and resolution were very well done as well. Highly recommended!

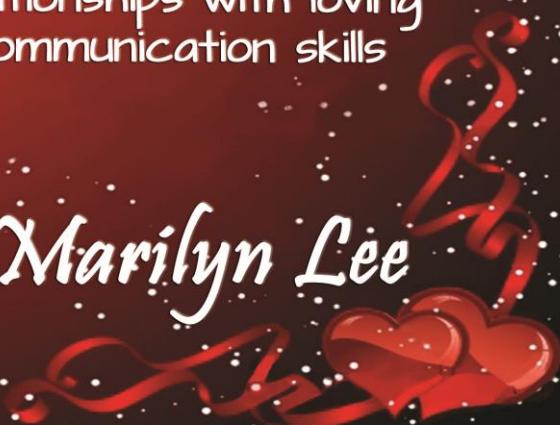
By Robert Sciubba



SPEAKING
Through Your
HEART

How to improve
relationships with loving
communication skills

Marilyn Lee



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Speaking Through Your Heart How to Improve
Relationships with Loving Communication Skills

2nd Edition

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Library of Congress control number: 2012939978
ISBN: 978 – 1482732467

Printed in the United States

website: <http://SpeakingThroughYourHeart.com>

Publishing Services
<http://DMBookPro.com>

Remember to remember
We are One

“. . . what we are tapping into is the space
between on and off,
particle and wave,
knowing and not-knowing,
wherein all possibilities exist.

Each of these possibilities are potentials available
for realization into the material world,
only waiting for
the seer to see,
the asker to ask,
the intender to intend.

This space is comprised of
the omniscient, omnipresent, and omnipotent
force breathlessly waiting to manifest.”

Marilyn Lee – The Camp of Gods Tears

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Fight and Lose, Love and Win

Increase your peace and joy by speaking and thinking through your heart.



The watchword of the age beginning 2012 is 'heart energy' with a focus on connecting with each other through your hearts. Conceptually this is a phenomenal shift from the energy of the competitive 'eat or being eaten' or 'survival of the fittest' energy. This shift is turning you inward to connect with yourselves and with each other. While you may applaud the concept, how do you make this happen? What does it sound like? What does it look like? What does it feel like?

The following exercises are designed to assist processing new ways to think and speak that facilitates connecting with yourselves and each other through your hearts, which ultimately brings you to increase peace and joy within yourselves and your relationships.

Remember:

Treat the other person as if that other person were you



Speaking Through Your Heart

Treating the person as if that other person were you works because the other person is you just wearing a different costume.

When you remember your oneness as you choose how you treat others and how you behave toward other individuals sets up a powerful morality or moral code or code of ethics. As you remain aware of your oneness, you treat other individuals as if they were you.

You can never be separate from Source because Source manifests Itself as you and as everyone else



You and all others are each a flamelet of your Creator.



Your substance is identical. Separation is impossible as your spirit and your Spirit are always connected. You are a manifestation of the energy that Sourced you. You cannot separate yourself from God, because God is you.

God dwells in you as you.¹

¹ Elizabeth Gilbert, *Eat Pray Love*

Fight and Lose, Love and Win

You might not like this idea. You might want to deny this relationship as described here. You might want to feel separated from your Source. Separation is impossible because you and God are One.

Material world and physical life are an illusion



Your physical life is experienced in an illusion that serves as a metaphoric stage on which you play out your life drama. Your life drama is created by you for the purpose of experiencing experiences.



You create your experiences from which you can learn.

As you learn from your experiences, you get to understand more, comprehend more, and choose the experiences you wish to have based on what you have learned.

The material world is only a vibratory frequency that provides the theater for your stage on which to act out your life experiences as the drama in which you are the star.

Your physical life is not all there is

Speaking Through Your Heart

You might think that nothing exists past your physical life. You can think that if you wish. When you do, you set up your own moral or ethical code of how to behave toward others that might not serve you to bring you the peace your soul craves.

When you comprehend that your physical life is only a part of the All That Is, then your own moral or ethical code develops differently. You choose your behaviors differently based on the view that much more exists beyond what you see of the material world. Typically, you would then experience more of the joy and peace that comes from comprehending the limitations of physical life and discerning the expanse of the stuff of life that is non-physical.

You are one with all others, even adversaries or those you don't like

Often you might feel your adversary or opponent is part of an evil force operating against you. Sometimes your adversary is someone you find yourself fighting with frequently, or someone who does you harm in some way. Another way to see them, to help you change your perception, is to see that person as *your teacher*. When you are able to see that person as a teacher to your experience, you find that you can think about that person and behave differently toward that person.

How that person becomes your teacher is because that person behaves in ways that creates for you the opportunity to see what you don't want in your life. These kinds of adversaries provide you with opportunities to overcome the distress they cause. They give you the opportunity by challenging you to see them in a different light, to make different choices in how you react to them, to love them in a holistic way, to grow out of whatever trap you felt when you were with them. These are their gifts they give you.

The truth is your adversary is connected to Source in the exact way you are. When you are engaged in behaviors that reinforce

Fight and Lose, Love and Win

your perception that your adversary must lose for you to win, you are participating in a frequency that brings you down to the same level as your adversary.

You become what you fight. Fight and lose, love and win.

The only way to win is to see your adversary and your situation differently. Change your perception of the situation. When you see your adversary as if that was you, it becomes easier for you to change your behaviors. You can create a different, improved, scenario simply by changing how you see and changing how you respond. When you do that, then that changes everything.

In addition it changes your frequency. The higher your vibrational frequency, the easier it is to move through the density of physical experience and the easier it is to create an improved scenario for your life expression.



*Source is like a bon-fire
You and everyone else as individuals are
individualized flames of that same Fire*

*Your soul is comprised of the same essence as
that of Source, your Creator.*

Speaking Through Your Heart

***Physical appearances give you the illusion
that you are separate.***

The physical body is only a covering of your divine essence.

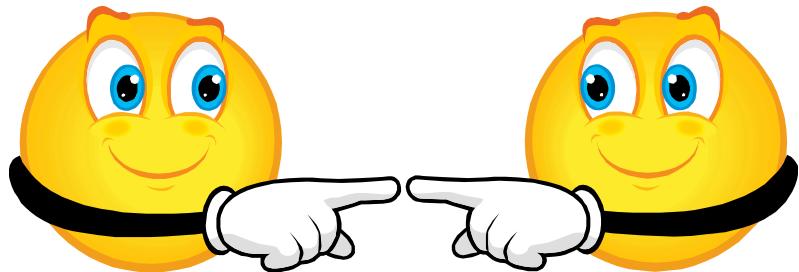
***The physical body provides you with a vehicle by which
to experience experiences and thereby gain insight
so that you can better know love and joy***



Your physical body is like a costume you wear in the drama of your life. This costume is comprised of all of your experiences, memories, genetic code and ethnic history, your strengths and your frailties. Your essence, *which is Spirit*, fills your costume.

When you remember that every other human being is also the essence of Spirit covered by a costume, it becomes easier to relate. You each have different costumes. The essence of each is Spirit.

Just as you are one with your Source, so is the other person. So of course you would want to treat the other person as if the other person is you...because the other person is you...just wearing a different costume...you are both Source.



Increasing your peace and joy is all about your perspective. Your perspective is partially created by your background, education, experiences, and ethnic and cultural history, etc. You start by taking stock of yourself

Taking stock of who you are helps to clarify your perspective



Let's begin by answering the questions below:

Where were you born?

Who raised you?

What level of education have you experienced?

What was your socio-economic status when you were growing up?

What is different about your socio-economic status now?

What were your family dynamics like?

What religion did you practice while growing up?

What religious or spiritual practices do you engage in now?

If you changed religions or spiritual practices, why did you change?

What other parts of the country have you lived?

What other countries have you visited?

What are your hobbies?

What sports do you typically engage in?

What other groups or co-cultures do you participate in?

What is your work history?

What kinds of work have you participated in?

Speaking Through Your Heart



Your answer to each question helped to shape who you are now and why your perspective is what it is.

Remember, the perspective of everyone else is shaped by their experiences as well. *Perspectives are not right or wrong*. They simply indicate where you are standing when looking at an issue. And, when you look, you ‘see’ through your filter.



What constitutes your filter?

Your answers to the previous questions help constitute your filter. You have a filter inside that helps construct your perceptions of events going on around you. Your past experiences help shape your filter as well. Your perceptions of the world, or world-view, are shaped by your filter, and you might not be aware of this.

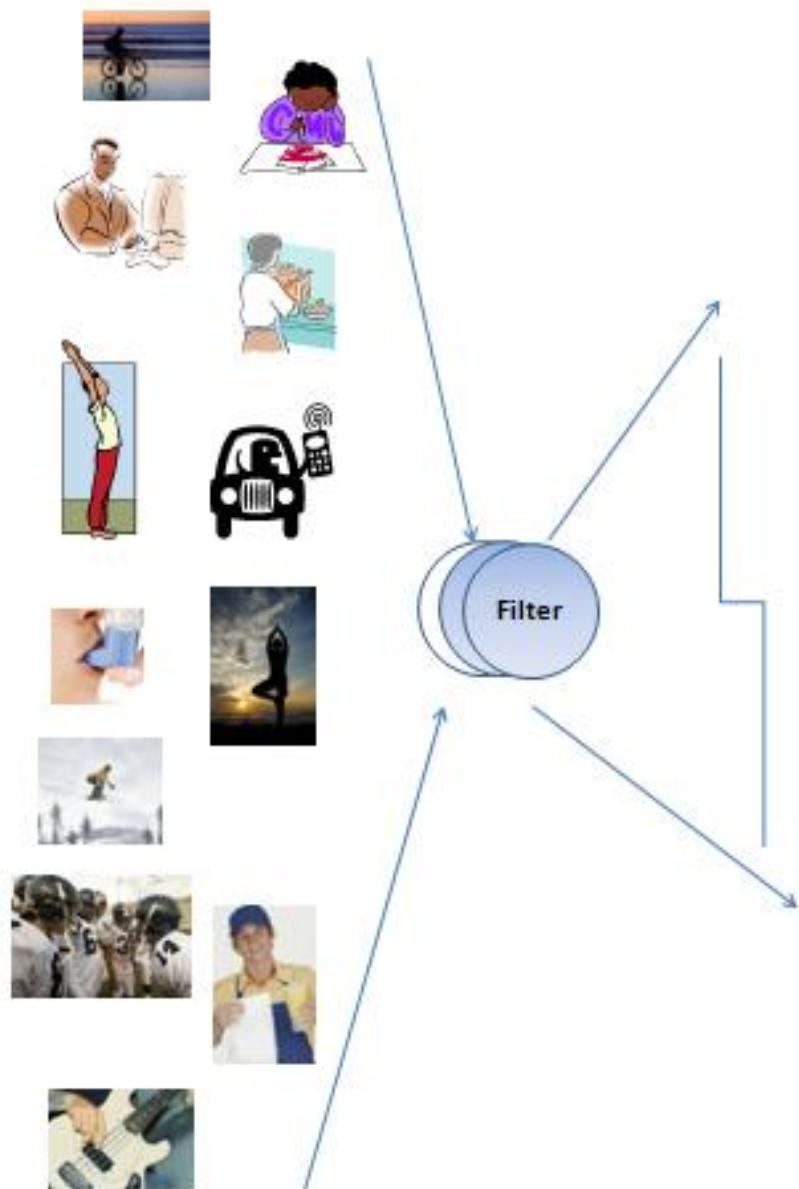
A filter, as you might guess, works like a gadget that sifts, strains, and otherwise acts like a sieve, keeping out information or views of what you don't want and allowing what information you approve of to come through to your consciousness.



This acts much like an oil filter in a car. The filter keeps out unwanted particles from going into your engine. An air conditioner filter serves the same purpose. Both keep out unwanted particles and allow the cleaned oil for your car, or the air going into your intake vent, to be free and clear for cycling through.

Your filter acts in much the same way. So when you look at a life event for example, you form your opinion of it based on your perception of that event. That event can be anything, for instance, the death penalty, birth control, abortion, political candidates, government, religions, the food you choose to eat, sexual orientation, who is sleeping with whom, or how someone else is behaving, and much, much more, in fact just about everything else.

The Filter



Your Filter



When you look at a life event, it's like you are looking at it from your personal perspective. This creates your point of view. Your point of view is determined by your specific filter.



This shows up as where you are standing when you look at the particular life event combined with your filter. So where you are standing and looking through your specific filter shows your position in relationship to the event, and that determines what you see. And “a way of seeing is also a way of not seeing.”²

To demonstrate this, imagine for the sake of argument that a particular life event actually has 360 ways of seeing it. A circle has 360 degrees. Let's say one of those degrees, points of view for example, is where you are standing with your filter, looking at the life event. From where you are standing, forming your opinion or perception of that event, . . .

You also have 359 other ways of seeing it.

² Marilyn Ferguson, *The Aquarian Conspiracy*



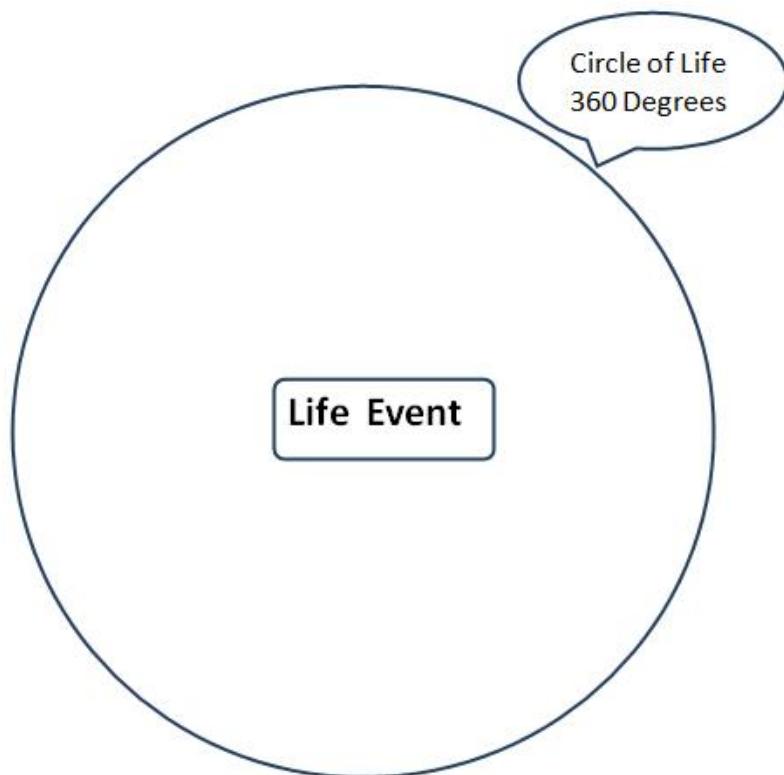
What if you choose to explore seeking increased peace and joy? Being right about something does not bring peace or joy. Coming from the position of being right only shows that you choose to *NOT* see or know what more there is to see and know.

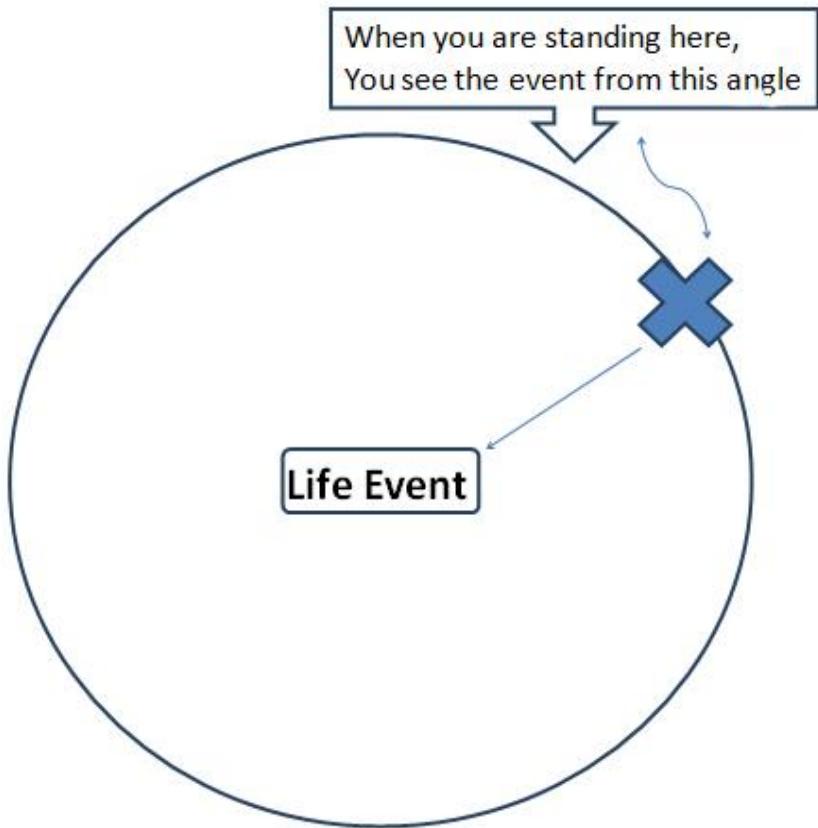
Another way to see, knowing more and perceiving more gives you a broader understanding and gives you more choices to consider. This might require you to stretch your awareness. This might mean you step away from your filter, or comfort zone of thinking, and look at that same event, from another point of view.

What happens often is you see that event from a different point of view and your perception of that life event is likely to shift or change in some way. This does not make your first perception *wrong*; neither does it make it *right*. It's just a different way of seeing.

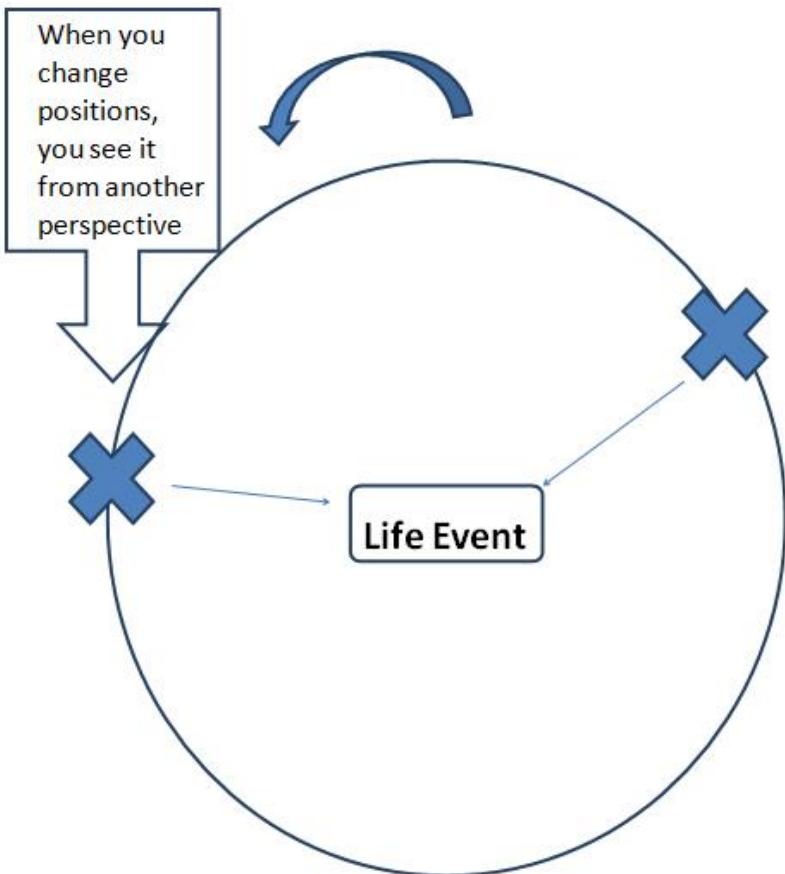
When you are able to see an event from more than one point of view, then your perspective often changes. With increased perspective, your understanding increases and mostly your thoughts about that event changes.

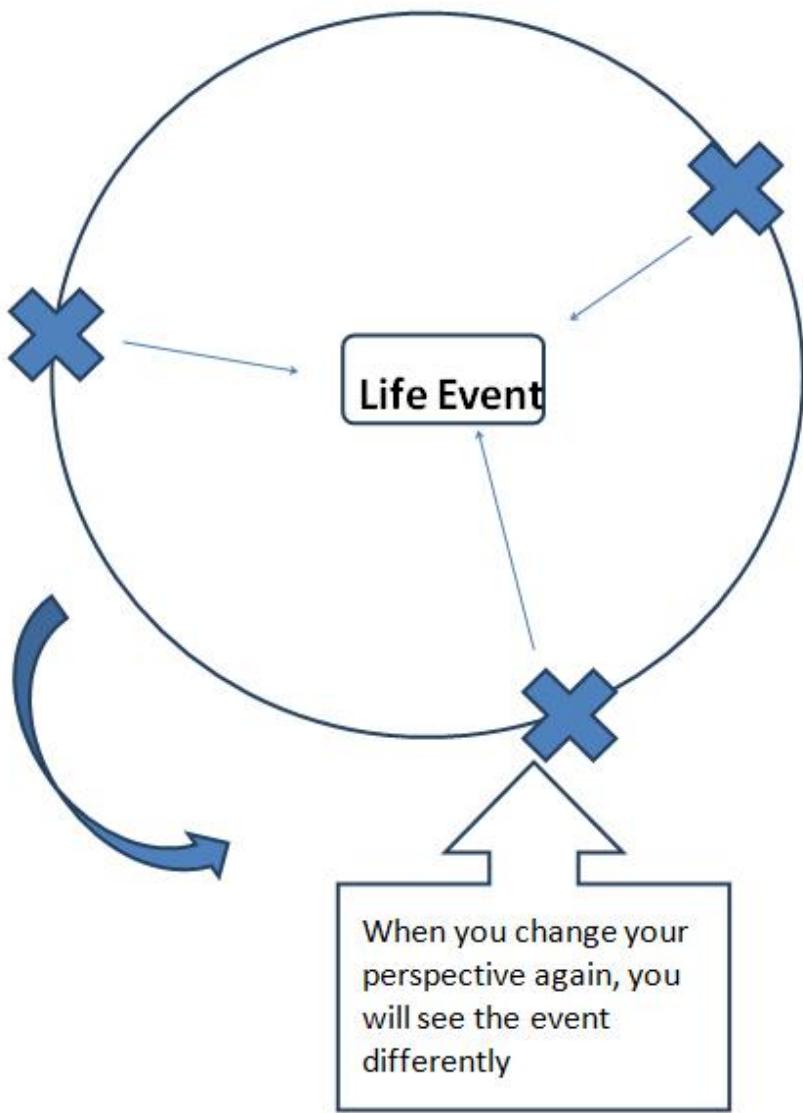
Life Event Perspective



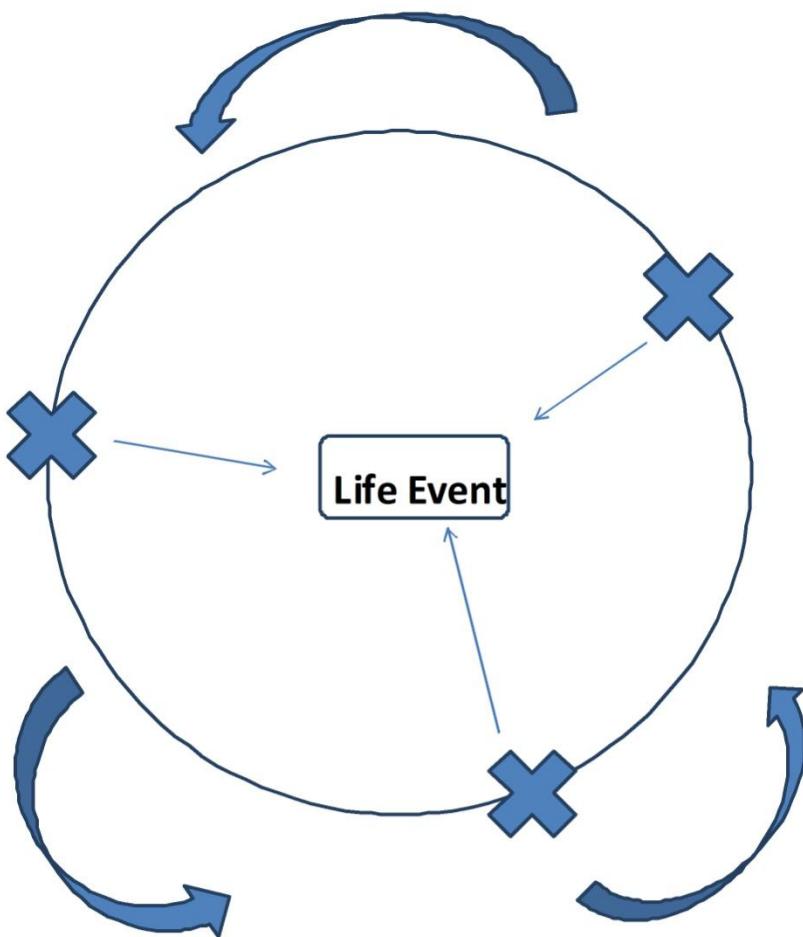


Life Event Perspective





Life Event Perspective



When you can see an event from more than one position or angle, you will increase your awareness, understanding and perspectives

Speaking Through Your Heart

Your perspective is incredibly important to your peace and joy because it influences your thought about something. How you think about something directly impacts your emotional experience of that event. Your thought informs your emotions.



Contrary to popular opinion, you are not nor ever can be a victim of your emotions.

You are not subject to your emotions. How you think about something determines your emotional response.

Your emotional response determines how you experience the event, and thus your reality

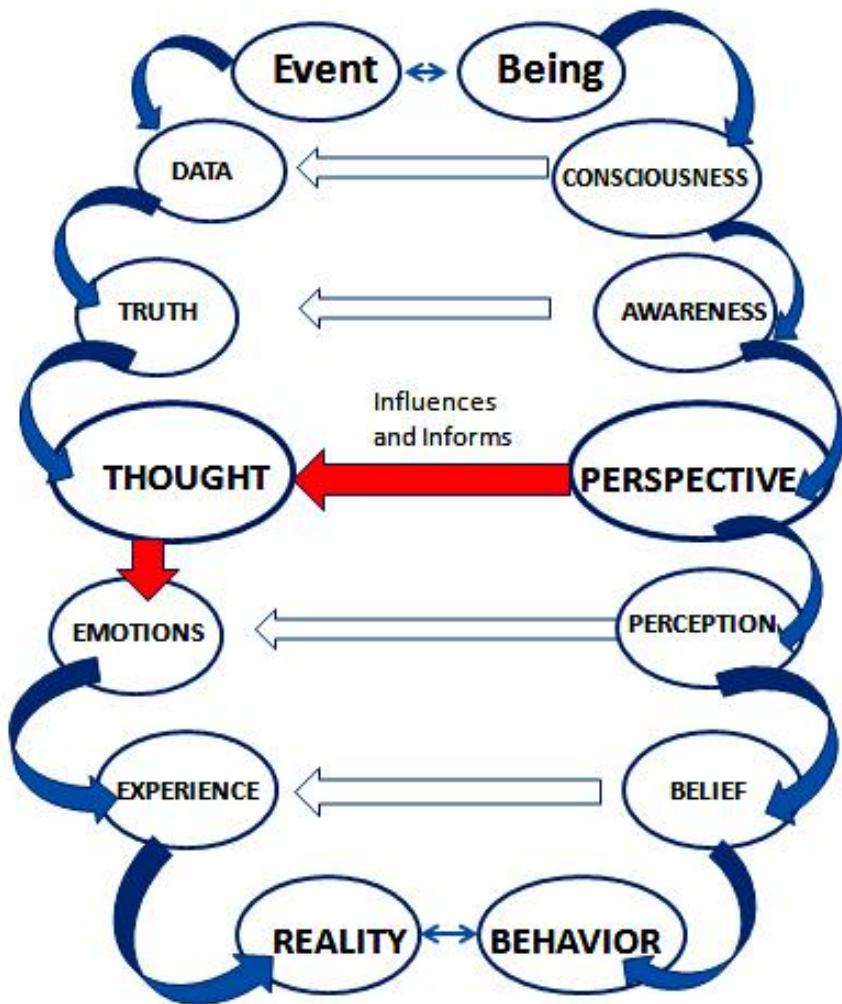


Reality is what you think is real, *when it is only the outcome of your emotional experience* which was informed by your thoughts about it, which was influenced by your *perspective* of it.

If you wish to change your reality, you can with a change in thought and perspective...and you know you can by changing where you stand when you look at something.

Life Event Perspective





Adapted and drawn from notes taken

During retreat presented by Neale Donald Walsh
Golden, BC, Canada June of 2009

So how do you start?

You can start by exploring what you feel when you interact with someone. Then you can move on to the following exercises, all designed to help you cooperate and collaborate...all of which brings increased peace and joy.

1. The first exercise is **Ego Boosters and Ego Busters**.

2. Then you can practice **paraphrasing**. This is repeating back what you thought you heard, so you can confirm if you understand or not, and so the other person can confirm or not. Then the opportunity presents itself to improve clarity.

3. Then you can move to **perception checking**. This exercise can be critical to the outcome of any conflict or critical thought you might have of someone. It provides the context for you to clear the air without attacking the other person. If the other person feels attacked, that person will get defensive and the fight is on.

The underlying question is how do you know your perception is accurate? If you are getting angry at something someone else did, how do you know your perception (interpretation) is correct? How do you know your emotional response is based on something that is real? The thing is you don't know until you ask. That is why you ask for clarification. Then asking brings conversation and helps generate understanding and cooperation, which can then lead to collaboration and problem-solving.

4. Then move through your heart and use **I-language** to take responsibility for your emotions.

5. Then breathe through your heart when being criticized or attacked so you can **respond non-defensively**.

6. With these tools, you now have a map for **getting to resolution** should you need to address a larger conflict you are experiencing.

Speaking Through Your Heart

All of these exercises are tools that, if used properly, will get you to experience increased peace and joy within. This takes practice and may be challenging. Just like any other tools you may use, just like riding a bicycle or learning to drive a car, proficiency and success requires practice.

If you don't have peace within, you won't have peace without.

So, go through your heart to create the space you require to increase your inner peace and joy.



Ego Boosters and Ego Busters



An Ego Booster is something you say or do that lifts someone up or is a compliment of some kind.

An Ego Buster is something you say or do that puts someone down or demeans them in some way.



Give an example of something someone else did or said to you that you felt demeaned by or put down.

What did you feel?

Give an example of something you did or said to someone else that put down or demeaned that person.

What did you feel?

Speaking Through Your Heart

Gives an example of something **someone else** did or said to you that you felt lifted up or complemented.

What did you feel?

Give an example of something you did or said to someone else that the other person felt lifted up or complemented.

What did you feel?

What is the cost to give an Ego Booster? What are the rewards? When you come from your heart, and your intent is to feel peace and joy, you will want to choose to use Ego Boosters as a way of connecting routinely.

Paraphrasing

Paraphrasing helps you gain more information about another's thoughts. This helps you get clarity and gives you time to formulate an appropriate response.

This means listening to what the other person is saying to you. After listening, when you respond, you change the wording and offer an example while you look for an underlying theme as you develop your rapport.



This also helps you become clear on the other person's meaning. Remember you cannot be accurate in your perception if you are not clear as to what the other person is *really* saying. Listen between the lines.

When you paraphrase, the other person can let you know if your understanding of what was said is accurate, or not.

Example:

The other person says, “It’s not fair that I have to work all of these assignments. Other employees have fewer tasks and can take breaks or leave early.”

You paraphrase, “so your job is taking more time than you think it should, and you think you’re at a disadvantage?”

Now try this exercise. The other person says this, and you paraphrase back.

Speaking Through Your Heart

“I guess it’s OK for you to use my car, but you have to understand that I don’t want anything to happen to it.”

(Manager to employee) “Your project shows a lot of promise. It could probably earn you high recognition if you just develop the idea about the problems that arise from lack of attention to details.”

“You know I enjoy spending time with you. You also know I have other friends I like to see also.”

Perception Checking

**Checking to see if your perceptions
are accurate.**



1. State only the obvious, that which could be videotaped or audiotaped.
2. State what *you think* might be the reason and give another possible interpretation
3. Ask the other person to clarify.

When you approach the other person in this way, you give facts that cannot be argued about, and your approach is non-threatening. As a result, the other person does not have to defend.

Also when you give your interpretations, you might be right about one of them, *or not*.

Then you ask for the other person to clarify. Or you can ask which interpretation is right. For example, “Can you clarify?” or “Can you help me understand?” or “Help me out here, which is it?” or “What is really going on here?” Also be sure to use a nice tone of voice, not an accusatory tone. Your tone could threaten the other person.

Or it could be something else altogether different that you did not know about. And this could be something you might not have known about unless you do ask the other person.

Speaking Through Your Heart

For example:

1. Your significant other announces that she or he plans to spend next Friday night with friends. The two of you usually spend Friday nights alone together.

Checking your perceptions could sound like this:

- a. I see you have made plans with your friends to go out next Friday night. You and I usually go out together on Friday nights.
 - b. Is it because you are getting bored with me or what we usually do? Or is there something special going on that you want to go out with them next Friday?
 - c. Could you please help me out here?
2. Last Saturday your next-door neighbor raked a big pile of leaves near your property line, promising to clean them up on Monday. It's Wednesday, and the wind is blowing the leaves into your yard.

Checking your perceptions could sound like this.

- a. When you raked up that big pile of leaves Saturday, you promised you would finish up on Monday. It is now Wednesday and the wind has blown your leaves back into my yard.
 - b. I don't know if you forgot what you promised me, or you got too busy to finish.
 - c. Which is it?



Now you try it.

Last week a manager of a project you agreed to work on gave you a big assignment. Three times since then he/she has asked you whether you're having any trouble with it.

It seems that every time you have been leaving your house lately, your close friend asks for a ride somewhere. Your friend has a car, but you haven't seen it lately. You are in a hurry now, and your friend has just asked for another ride.

Speaking Through Your Heart

Ever since you started your new job, members of your family have made a point of asking how you are doing several times each month. They have just asked again.



Language from the Heart

Moving forward from your heart requires taking responsibility for what you are feeling within a specific scenario or moment. This is done regardless of what it is you are feeling. *This means taking responsibility for your emotions and not blaming another for what you feel.*

Speaking responsibly means using 'I' language. This is not to be confused with ego-centered language.

What you must remember is that you and only you are responsible for your emotions and your emotional feelings.

No one makes you feel anything. No one makes you angry. No one makes you happy. No one makes you feel insulted, ignored, neglected, frustrated, and resentful or passed over. And no one makes you feel joy and peace.

You choose what emotional feelings you experience. You choose whatever it is you are feeling in the moment you are feeling it.

Global Positioning System (GPS) is a tracking device often used in cars. In basic terms your GPS system tells you where you are at the moment. Then it informs you how distant or how close you are becoming to your target. In other words, it tells you where you are in relationship to where you want to be.



Your emotions are your internal GPS tracking device.

When they roll up from your internal communication center, they inform you as to where you in relationship to where you really want to be.

Even if you have not conducted an intense self-examination, and maybe you have not consciously intended to experience peace inside your heart or joy in your heart that is really what you and most everyone longs for.

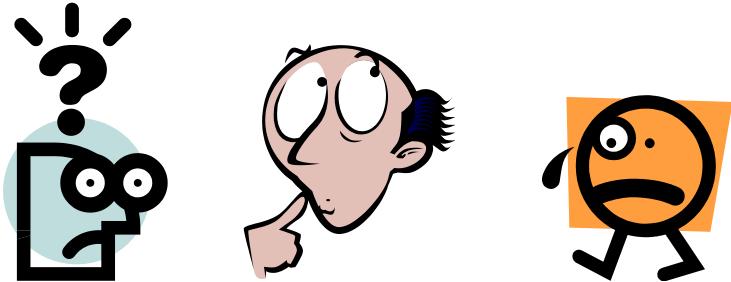
Your emotions as they come up inform you how distant or how close you are to where you want to be. When you experience anger or hatred, or just annoyance or irritation, it is you showing you, telling you, in aces and spades that whatever it is you are doing is not serving you. When you are having these emotions, you are not anywhere close to peace or joy. So, your personal GPS informs you of this for a very specific reason.

Peace and joy are what the Universe is made of, and is for you to experience in the physical form that you carry around with you. The challenge is to experience this peace and joy while on stage conducting your drama. “Joy to the world, Peace on earth and good will to man.”

This is your entitlement.

So when you are feeling frustrated, irritated, pissed off, stop for a moment. Breathe. Breathe through your heart. Look at the situation in which you find yourself. Look around, and see it differently. When you are able to see the event or situation differently, your thought about it changes. Your thought informs

your emotions. Your emotions inform your experience. Your experience informs your reality.



You create with a thought. You create your life through your words. The Power of God resides in you. You are an extension of Source, the Creator. Your thought/word creates.

The word itself is a frequency, a map that guides thought, gives structure to thought. The meaning is not in the word. The map is not the territory.³ The meaning comes from within you, you as an extension of Source, Creator. When you say the word with intention, the Power of the Universe imbues the word with the power of creation.

It then often explodes into a frequency of a physical manifestation. You create your life through the thoughts you think and the words you say. Your thoughts direct your emotions. You can re-order your life by shifting your perspectives, so you think and see things differently.

When you do this, you will find that your emotions are changing. You can choose your emotions as you change how you look at your situation or specific life event. Then you will find that the emotion you are experiencing has changed.☺

³ S.I Hayakawa, *Language in Thought and Action*.

Speaking Through Your Heart



Your body requires you to feel the peace and joy your soul longs for. When you do not express your emotions constructively, even the negative ones...especially the negatives ones, that negative energy congests somewhere in your body where you are frail. As it collects, it becomes toxic and you end up with cancer, diabetes, heart disease, high blood pressure and on and on...you get the picture.

For the health of your heart, for the health of your body, and for the health of your relationships, you are required to speak in such a way as to reveal what you are feeling emotionally and at the same time take responsibility for whatever that is—and without attacking your adversary or partner.

This is how it is accomplished:

- 1) Describe how the other person behaved
- 2) Describe how you interpreted the behavior of the other person
- 3) State what emotions you are experiencing
- 4) State what possible consequences might occur as a result.

For example: "You make me angry."

Using I language, this is how you might restate what is wrong:

Language From The Heart

“When you don’t pick up after yourself, I think you don’t care about how we live or that you expect me to pick up your messes. Whenever you leave your stuff out like that I get angry and feel that you ignore what I want. I cannot go on this way. I need to have something changed here.”

Here are a few examples for your practice:



1. You never want to listen to what I have to say.

2. You make me feel so frustrated and pissed off.

3. You don’t keep your promises.

Speaking Through Your Heart

4. You have a bad attitude about the things I want to do.
-
-
-



Breathe through your heart when being criticized or attacked.

When you are being criticized, you can respond through your heart energy by *not defending yourself*. When you respond to criticism by not defending, you will find it easier to come to a place of peace inside, and quite possibly create that same opportunity for your critic or attacker.

When you defend yourself against attack of any kind, you are saying that you are ‘less than’ or imperfect or guilty. In addition when you defend yourself, you make yourself sound guilty, even when you are not guilty of the criticism.



It can be difficult to be reasonable when you are being attacked with criticism and other aggressive messages that use evaluation, control, and superiority. It’s hard enough when the criticism is unfair and often harder when the criticism is on target. Despite the accuracy of your critic, the tendency is either to counterattack aggressively or to withdraw non-assertively.

If the criticism is unwarranted or unclear, it is best to hear the other person out and you will be in a much better position to explain yourself.

When under attack of any kind, stop where you are and take a breath. As you take this time to breathe, go to your heart center and see that whatever criticism is being hurled at you ***is not about you***.

Criticism, especially unwarranted criticism, is always about the other person doing the attacking. Taking a breath and moving into your heart energy gives you that moment you need to determine how you want to respond.



By doing this, you can choose to agree with the critic if you feel that what is being said is legitimate. Or you can choose another way to respond that is not defensive.

Remember when you defend or behave defensively, you are indicating that you are guilty, even when you might not be.

Here are options to responding to criticism without defending.

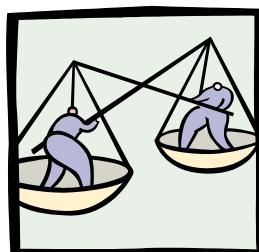
- 1) **You can agree with the critic;** and then choose from one of these options:
 - a. You can agree with the facts, or
 - b. You can agree with the critic's perception.

Quite possibly if you stood looking at the situation from where the critic is standing, you might see it the same way. This is a grand time to use your perception-checking exercise. In any event this gives you the moment in which to engage in conversation about how you see it versus how the critic sees. You can explain how you see it and why, and then you can go to negotiating an outcome or collaborating on what changes need to be made, or not.

- 2) **Ask for more information.** You can choose from a variety of the options listed below as to how to get the information you need to understand or get clarity.
- a. You can ask for more specifics about the issue or about the criticism
 - b. You can guess what these might be
 - c. You can paraphrase what the critic said as a way of clarifying the criticism. This opens the door for the critic to confirm your understanding or not.
 - d. You can ask the critic what it is that is needed or what the critic wants as an outcome
 - e. You can ask what would be the results or outcome or consequences
 - f. You can ask what else is wrong

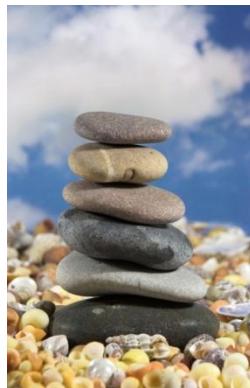
By choosing one or more of these options, you engage the critic in conversation about the issue. By doing this you get to explore deeper into the issue at hand. This might result in gaining a broader understanding of what triggered the criticism in the first place. This can then lead to a fruitful discussion on future choices or strategies. In any case, this moves the energy from the emotions into the mind, away from anger and other negative emotional energies and toward an intellectual engagement into problem-solving.

You cannot problem-solve through your emotions. You must move into the realm of the mind and that typically diffuses the emotional hold on the scenario.



Speaking Through Your Heart

This exercise of moving through your heart energy provides you the opportunity to diffuse an emotionally explosive situation, and move into collaboration during the problem solving discussion.



By moving into your heart energy, you give yourself the opportunity to breathe and to choose another way to respond. As you follow through, and the emotional chaos diffuses, this allows you to go to problem solving using mental energy.

You never have to defend yourself again for the rest of your life. You are either guilty or not guilty. So what if you are guilty? So what? Maybe you had a good reason to do what you did and the other person simply was unaware, or the other person did not agree with your reason. This then becomes an issue of perspective.

And, if you are not guilty, you get to explore what is going on in the other's head about what you did. And again, it becomes an issue of perspective.



Getting to Resolution

Many ways exist to take you to where you want to go. There are various ways to resolve or manage a conflict that can take you to peace. Here is one way that proves useful in resolving a conflict and moves you closer to peace and joy and resolution.



1. **Identify** - The hardest thing most often in addressing conflict is to identify the real problem or the core issue. Usually it is an unmet need of *yours*. When something bothers you, that something belongs to you and becomes *your* unmet need. That makes it *your* problem, not someone else's.

When in a conflict that is not easily managed or resolved, take some time to meditate on what might be the real issue. You can bet what you are arguing or fighting about is *not* the core issue.



2. Set time aside - Once you think or feel you have identified what seems to be the core issue or unmet need of yours, make a date with the person with whom you are having the issue.

It must be a time and place where you can control the distractions, like after the children are in bed, the television is off, and the telephones are unplugged. You may want to change locations, like take a walk or go to a quiet place to talk. The timing must be such that other demands do not pull you away, like a when a football or basketball game is coming on soon, or you have to leave soon to go to work or make tee time for golf.



3. State your unmet needs Since the issue is yours, you must articulate just what your unmet need is or what your problem is. This means stating it in such a way as to use *perception checking and I-language to take responsibility* for your emotions and for what you are feeling without blaming the other person or any other person for what you are experiencing. And, remember that you are coming from *your perspective* of the problem. If you come from the *position of being right*, you have already lost, so pick up your marbles and go home. Remember ‘fight and lose, love and win.’



4. Consider your partner's point of view Listening to the other person's position is required. Your partner in the conflict may see things differently and come from an entirely different perspective than you when looking at the problem or issue. This is where you can use *paraphrasing and perception-checking* as well to ensure you comprehend. This is also where you may need to be non-defensive and employ your new skills at responding to criticism non-defensively. In addition, this is also where you would want to be sure to diffuse any emotions that may come up in either of you. Taking responsibility and getting to problem solving helps with this.



5. Negotiate – When you get to the problem solving space in this conversation, you can discuss possible options and solutions to whatever the unmet needs or problems are. It is recommended that if possible, identify several solutions or options to solve what you think is the issue.



6. **Follow up** - After a reasonable amount of time, you will definitely want to follow up on your resolution. Critical to your success is you want to ensure that what you thought may have been the ‘fix’ to your unmet needs really did address the issue to resolution. Or, it just might not have been the fix you thought. If you have achieved resolutions and you feel the peace inside that you seek, then great. Then you will know by the peace you feel.

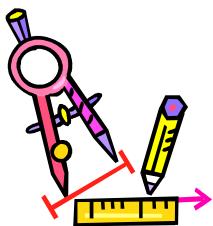
On the other hand, what if you don’t feel the peace inside? What if you did not succeed at getting to the resolution you desire? If so, then maybe you did not correctly identify the unmet need or problem. Should this be the case, the next step is to start all over again, and go within again to identify the real unmet need or problem.

This map works. It will lead you to peace and joy.



If you feel that it does not, then success requires you to begin again, make a U-turn and repeat the process until you do.

Getting To Resolution



Afterword

Whenever you find yourself listening to someone speak or anyone speak, or find yourself reading anything, anything at all, you will want to go within to find if it speaks to you, if it speaks to your heart.

At the same time, you will always want to ask the three primal, critical questions, the answers to which could save your life, save your wealth, save your confidence. These questions must always be asked. Memorize them. The answers to these questions are critical to your judgment and to your welfare and the welfare of your family.

The three questions are, in order:

- 1) What do you mean?⁵
- 2) How do you know?⁵
- 3) So what?

(Who cares? What difference does it make? What does it mean to me?)

What do you mean?

The first question, “*what do you mean?*” is always the first question to ask as a listener or reader. Before you can evaluate or analyze the message you are hearing or reading, you must be clear in your comprehension of the intent of the message coming to you.

You must be certain of the meaning before you can move forward. You must be certain before you can go to the next question. This is the space you provide yourself with your critical thinking.

⁵ S I Hayakawa, *Language in Thought and Action*

Speaking Through Your Heart

Before you can let the message go, before you pass or not on the information being presented to you, *you will want to read between the lines*. This is especially true when the message sounds like double-talk. You will want to listen past the words and feel the energy of their underlying meaning. Only then can you feel their truth or not. Only then can you feel their strength or not. Only then can you know the intention cloaked in the words.

Part of this includes asking, “who wants me to believe this and for what reason?” And “what do they gain by making me believe that this is true?”

How do you know?

Once you are certain as to the meaning of the message delivered to you, and only then, can you ask the utmost and excruciating and piercing question, “*How do you know?*”

Once you feel clear as to what the message means, you require knowing how it can be so. You do this before you decide if you agree or not. Often you cannot know or be certain as to the truth or as to the part-truth, until you have explored how the speaker knows that the message is accurate.

Sometimes you might feel queasiness in your stomach or a click in your mind or a twinge of doubt as to the veracity of what you are hearing or reading. It is not that what you are hearing is not the truth. It is your intention to confirm that what it is you are hearing or reading is indeed truth.

In other words, you want to know how true the information is, its accuracy, its veracity. So you ask, “How do I know they are telling me the truth?”

Thus you ask how the speaker or author *knows* that the information being disseminated is, after all, truth. It then becomes the speaker’s obligation to explain how he/she knows.

Afterword

Often, when the speaker comes from the place of truth within when delivering a controversial message, the speaker gladly offers how he/she knows. When the speaker is confident in the truth of the message, often the speaker will offer how and where you can confirm the truth of the message for yourself. And you still get to *decide for yourself* just how much you want to believe.

Sometimes, when the information within the message is tainted, or the purpose of the message is to confound you or mislead you, for example, the speaker might not be willing or forthcoming in supplying the source of the information. Or the speaker responds with double-talk.

“Because I said so,” or “someone else said so,” is not credible. “Because I believe it to be so, so you should believe it to be so,” is not enough. Or, “because a certain person said so, and therefore I say it is so.” This does not stand the test to make it believable.

These kind of responses to your question, “*how do you know?*” thwarts the questioner, you. When the intent here is to persuade you to believe something based on nothing that you can confirm for yourself, you get to stop and think about it. These kinds of answers are meant for you to follow and agree *blindly*.

Blind obedience to authority is fatal.

Blind obedience to a leader is fatal.

Then, again, it is up to you to listen between the lines. Then it becomes your obligation to press the speaker into giving up the actual source of the information. If the speaker does not provide answers that satisfy you, then you hold the message suspect.

Speaking Through Your Heart

You always have the choice, even when you analyze the message, to accept the message, reject it, or accept in part and reject in part.

Keep asking, “how do you know” until you get your answer And, to this you apply your critical listening skills to discern the credible from the less-than-credible, the truth from the non-truth or part-truth.

It is your responsibility to continue asking until you are satisfied that the information is or can be verified...and if it cannot be verified in material facts, then you get the opportunity to question the reasoning as to why something is so or not so.

And again, remember, you always have the choice, to accept the message, reject it, or accept in part and reject in part.

Regardless, it remains your responsibility to go within to see or to check on your truth-o-meter inside you. “If you don’t go within, you go without.”⁶ Truth resides in you. Strength resides in you. So if you don’t go within, you won’t get to the deep truth or inner strength that resides in you. And you go without it. “Ye shall know the truth, and the truth shall set you free.”⁷

So what?

Once you are satisfied with the veracity of the message, or not, then you can ask how it applies to you. You ask, “so what?” “What difference does it make?” and “why would I care?” or “how does this apply to me, how does it impact me?”

These kinds of questions are all found within the same energy field. The issue is you get to examine how the message applies to you. You get the opportunity to envision in your mind the benefits or

⁶ Neal Donald Walsh, *Conversations With God*

⁷ John 8:32

Afterword

advantages and disadvantages to you and your family if you believed the speaker or followed this leader.

By asking these three questions, and studying or contemplating the answers, you give yourself the choice to follow or not, to do or not do, based on your own needs and requirements. Let the message speak to your heart, and listen to your heart. This brings with it a sense of peace, a sense of confidence in your choice-making, confidence not in the message, but in your choice. Confidence comes with peace inside.

This makes you a leader in your own life.

Memorize these three questions:

1. What do you mean?
2. How do you know?
3. So what?

Closing

In closing, your life is up to you. Your peace is up to you.

You can't always choose what happens to you. You do, though, have the choice on how you respond to what happens. That is definitely up to you. You cannot blame anyone or anything on how you feel or what you feel. If you are not feeling the beautiful sense of inner peace and the joy that comes with that peace, you can change what you do to increase your peace and joy.

Changing your perspective changes your perception and your thought and your emotional response. It takes practice to apply the tools discussed here.

Saying or believing that you are one with all others sounds grand and esoteric. Behaving in ways that demonstrate this becomes the challenge. How is it done? What does it look like? You get to practice. When you do, you will find you are experiencing different outcomes.

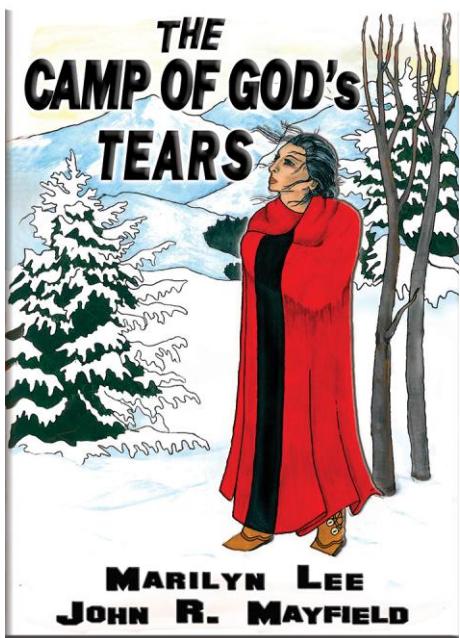
When you consistently apply these new behaviors, you will find others will react to you differently. This is how you change your life and increase your inner peace and joy. This isn't the only way to increase your peace. It's one way.

At first you might not feel successful at making these changes and making differences in your life. However, keep at it until you get better. You will see a difference, or not.

“If you always do what you have always done,
You will always get what you always got.”

Anonymous

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