

Chapter 13 Let's get practical

Identify the eight statements or questions that would negate a lollipop's feelings. Replace each of these with a statement or question that would convey empathy and understanding. There are some possible answers and alternative reactions provided at the end of this exercise.

1. It seems you are deeply disappointed.
2. Forget about it.
3. Why are you crying again?
4. What made you so sad?
5. You can stop crying now. It's over.
6. I see you are shocked and upset.
7. Go and sit somewhere quiet until you feel better.
8. Don't feel so sorry for yourself.
9. You are not the only one who was hurt.
10. You have a very gentle spirit. That is precious.
11. I don't know what to do when you cry like that.
12. You can come and sit with me any time, even if you are too sad to talk.
13. Laugh and the world laughs with you, cry and you cry alone.

14. Surely it can't be that bad!

15. Have you ever noticed that rude people upset you?

Answers:

2. Even if you are sad about it for a while longer, I know it is not something that will upset you for life.
3. I have noticed that you cry often. I want to understand why so that I can help you.
5. The worse is over. You will feel better eventually.
8. It seems as if you feel you are suffering more than you deserve.
9. There are other people who agree that it was bad. I hope someone will console them too.
11. How can I help you when you are so sad?
13. You are allowed to laugh and cry. All of us feel happy at times and sad at times.
14. I am sorry to see that it was really that bad for you.

Mark the communication mistakes you still make with your lollipop. Circle those that could cause your relationship to be shipwrecked and work on replacing these with good communication habits.

I sometimes swear at him.

I get very upset when he is emotional.

I walk away when she cries because it upsets me.

I don't like all the questions.

I don't write any notes.

I don't pay attention to detail when she talks – it exhausts me.

I don't give feedback when he did something for me.

I discuss her faults with other people.

I pull and push when she gets discouraged instead of encouraging her.

I often forget to tell him that I love him.

I often don't give enough timely information.

I rush him when he tells a long story.