

'I feel because I...' Transcript

Hello! So another one of those neat little tools that can help with speaking in order to be heard. So I'm going to ask you to play with completing a sentence and the start of the sentence is "I feel angry because..."

If you don't feel angry about anything at the moment substitute any other emotion, so "I feel upset about", "I feel anxious about", "I feel happy about"

And you might even like to pause the video whilst you complete the sentence. Okay, so an invitation now to look at the sentences that you have written down and to see what word you have immediately after the "because" in the prompt.

Let me give you examples. So the first sentences that I tend to jump to are directed towards the bank that I'm trying to buy a flat from at the moment. And the sentences are something like you know "I feel angry because they are taking forever to respond" or "I feel angry because they're just completely incompetent". So these sorts of sentences are extremely helpful when I'm wanting to express my anger to myself or to a friend who's helping me to work through it. They are not very helpful when I want to express myself to the estate agent to get things to move forward. When I say those things and I frequently have over the last months, then the estate agent responds either with explanation about why the bank's timescales are so long, or with defensiveness justifying how their behavior is understandable. Neither of those things shifts me in the direction that I want to go in. So what can work better when I express myself? And here's the switch - after the "because", whatever you've got you know "I feel angry because you were doing this" "I feel anxious because she had dot dot dot" - the switch is that after the "because" you put an "I" so "I feel angry because they're taking forever to respond" becomes "I feel angry because I would really love progress on this sale" or "I feel angry because I really want the security of knowing where my home is going to be". Sometimes the emotion switches even as you do this transform. So it might be "I feel upset because I really want to know that I'm being heard about how important this is to me".

So the key switch is whatever word is after the "because" - you they he she whoever it is - actually make it about you and talk about what it is that you are needing that is causing you to feel in the way that you are feeling. And in my experience, that kind of expression is the start of a much more fruitful conversation. In my case, it absolutely brings me and the estate agent alongside each other to try to solve the problem of the behavior that I'm finding so triggering and difficult. So hope that is helpful do let me know and wishing you all the best.