

## **Understanding Dysfunctionality**

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## Program Outline

- **Define Dysfunctionality**
- **Causes & Effects of Dysfunctionality**
- **How to Recognize Dysfunctionality**
- **Methods to Overcome Dysfunctionality**

## Definition of Dysfunction

**“Impaired or abnormal functioning”**

## Causes of Dysfunctionality

- **Individual Personal Constructs**
- **Individual Traits**
- **Individual Attitudes**
- **Individual Behavior**
- **Poor Communications**

## Effects of Dysfunctionality

- **Depression**
- **Anger**
- **Poor communication**
- **Conflicting relationships**
- **Physical abuse**
- **Mental abuse**

## Definition of Conflict

**Conflict is the Interaction of Interdependent people who perceive Incompatible Goals and interference from each other in achieving those goals.**

## Types of Conflict

- **Realistic**
  - § Conflicts based in disagreements over the means to an end or over the ends themselves.
  
- **Non-Realistic**
  - § Conflicts expressed as aggression in which the sole end is to defeat or hurt the other.

## Issues that Could Lead to Conflict

- **Situation usually is Tense and Threatening**
  
- **Participants experience a great deal of Uncertainty**
  
- **Situation is usually Fragile**

## Personal Construct Theory

**Human behavior is shaped by the way people anticipate the future.**

**People anticipate events by the meanings or interpretations that they place on those events.**

## Personal Construct

**People look at their world through templates that they create and then attempt to fit them over the realities of the world.**

## Affective Personality Types

- **Popular Sanguine**
  - **The Extrovert**
  - **The Talker**
  - **The Optimist**
- **Perfect Melancholy**
  - **The Introvert**
  - **The Thinker**
  - **The Pessimist**
- **Powerful Choleric**
  - **The Extrovert**
  - **The Doer**
  - **The Optimist**
- **Peaceful Phlegmatic**
  - **The Introvert**
  - **The Watcher**
  - **The Pessimist**

## Human Behavior

Behavior is a direct result of what people *assume*, *value*, or *believe* in.

## Relationships

Understanding the cause-and-effect relationship between the invisible and visible dimensions of Individuals is essential to an understanding of Interpersonal relationships.

## Empathetic Communications

“Seek First to Understand,  
Then to be Understood”

Stephen R. Covey, The 7 Habits of Highly Effective People

## Differences in Men & Women

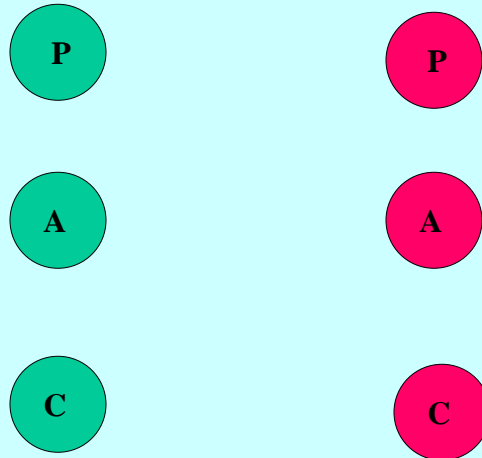
| <b>Woman say:</b>                     | <b>Men Respond:</b>                        |
|---------------------------------------|--|
| “We never go out.”                    | “That’s not true. We went out last week.”  |
| “Everyone ignores me.”                | “I’m sure some people notice you.”         |
| “I am so tired, I can’t do anything.” | “That’s ridiculous. You are not helpless.” |
| “I want to forget everything.”        | “If you don’t like your job, then quit.”   |
| “The house is always a mess.”         | “It’s not always a mess.”                  |

## Differences in Men & Women

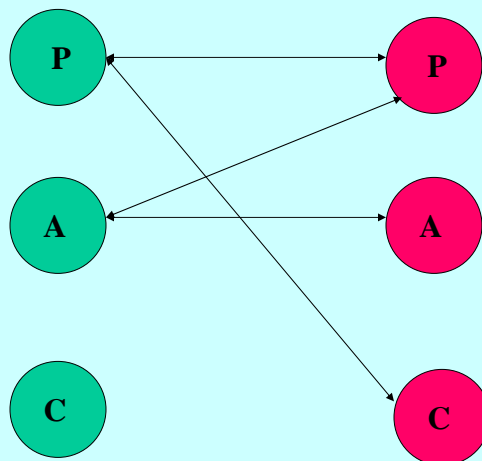
| <b>Woman say:</b>               | <b>Men Respond:</b>                    |
|---------------------------------|--|
| “No one listens to me anymore.” | “But I am listening to you right now.” |
| “Nothing is working.”           | “Are you saying it is my fault?”       |
| “You don’t love me anymore.”    | “Of course I do. That’s why I’m here.” |
| “We are always in a hurry.”     | “We are not. Friday we were relaxed.”  |
| “I want more romance.”          | “Are you saying I am not romantic?”    |

John Gray, Ph.D. Men are from Mars, Women are from Venus

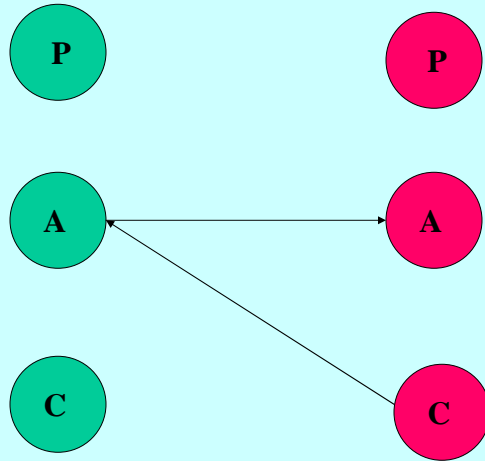
## Transactional Analysis



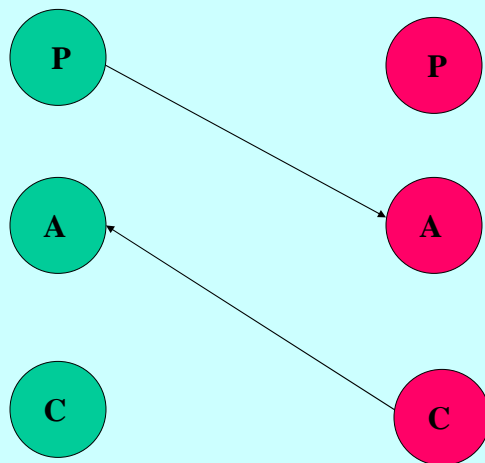
## Appropriate Communication



### Dysfunctional Communication



### Dysfunctional Communication



## Methods to Overcome Dysfunctionality

- Patience
- Active Listening
- Understand Individuals' Needs
- Understand Individuals' Communication Styles
- Create new Constructs
- Maintain Emotions

