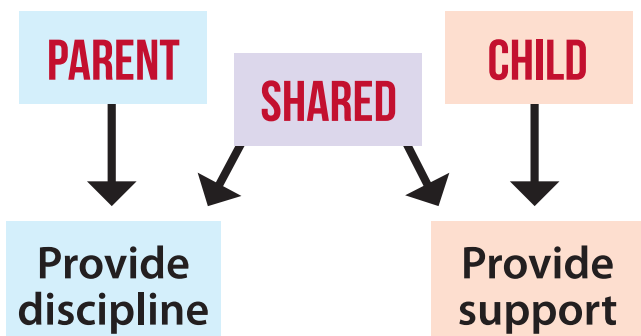


WHO OWNS THE PROBLEM?



Successful families learn from their problems.

COOPERATION:

Two or more people working together in a mutually supportive manner towards a common goal

COMMUNICATION
is the  to **COOPERATION**

Dictators **DEMAND** cooperation.

Doormats **HOPE** for cooperation.

Active Parents **TEACH** cooperation.

Avoid COMMUNICATION BLOCKS.

Use ACTIVE COMMUNICATION:

STEP 1. Listen actively.

STEP 2. Identify & respond to feelings.

STEP 3. Look for alternatives/ evaluate consequences.

STEP 4. Offer encouragement.

STEP 5. Follow up later.

ACTIVE LISTENING:

Attention
Acknowledgement
Empathy

Use FEELING WORDS.

Offer guidance.
Share your experience.
Don't take over!

THE 3 CHANNELS OF COMMUNICATION

WORDS

VOICE

NONVERBAL CUES

body language
facial expression

MIXED MESSAGES

Say **"I LOVE YOU"** every day.

Supplement this video with the *Active Parenting (4th Edition) Parent's Guide* and *Parent's Workbook* for in-depth explanation of Active Parenting skills and guided practice to help you put them into action.