

The Application of SSLD for Couple Workshop

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Overview of the Workshop

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Brief Overview

1. Pre-workshop assessment
2. 2 days workshop
3. Telephone follow-up – one month after
4. Booster session – two months after

Basic framework of SSLD

1. Problem translation: Reformulate problems and issues into learning objectives
2. Generating and designing goal-directed Skills and strategies
3. Systematic learning and development
 - Learning and mastering the skill: Imitation, Enactment, Simulation, and Feedback
 - Real life practice
 - Report back
 - Review and refinement

Pre-workshop Intake

- Engagement
- Assessment of needs
- Articulation of common goals

Profiles of members

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1. Age: 30+ to 60+
2. Years of marriage: 2 months to 30 years
3. Having relationship and personal issues
4. Many couples experienced a high level of conflict or dissatisfaction

Articulation of Common Goals

參加工作坊的目標：

1. 想溝通好些

→明白大家真正的需要、想法和感受

→多些了解，少些誤會

2. 學習磋商協調，能懂得處理想法的不同

→能諒解、包容，不致成日衝突

→多些磨合，縮減分歧

3. 學親密技巧 - 如何表達親密

最終目標：和諧些、感情好些

Composite skills needed

- Listening to attitudes, feelings and needs
- Demonstration of understanding
- Expression of attitudes, feelings and needs
- Working towards mutual benefits
- Nourishment of relationship

Core components of couple workshop

1. Current status review & goal setting
2. Listening to feelings and needs
3. Listening Triad
4. Couple pleasurable activity / Touching exercise
5. Expression of appreciation
6. Expression of care

Features of SSLD

1. Focus on learning, rather than training
2. Aiming at increasing the learner's self-efficacy
3. Collaborative generation
4. Important to set up a safe learning environment
5. Feedback should be constructive and empowering
6. Action-orientation
7. Principle of incrementalism
8. Contingency-based thinking

The Use of Structure

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LISTENING SKILLS

Exercise: Listening to NEEDs and DESIREs

- 1st step of **Problem Translation**
- **NEEDs** behind WANTS
- Both Explicit and **Implicit**
- A **Co-creating** process
- **Sharing understanding** with Clients
- Seems universal, but can be very **different in meanings** with reference to different individual's **own experiences**

Human NEEDs under the lens of SSLD

- Maslow's Hierarchy of NEEDs
 - You may usually find exceptions other than this hierarchy
- Michael Argyle's profile of NEEDs?
 - Though comprehensive, but not limited to it
 - Just a tentative list
- Needs are inferred from client behaviors
- Products from Problem Translation

Exercise: Listening to NEEDs and DESIREs

分享最近一件愉快的事。

分享最近一件不愉快的事。

Similar exercise with structural arrangement in our couple's workshop

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- Express your own self to other couple
- Listen and represent the needs to other couple

- Express your own self to your spouse
- Listen and represent the needs to their spouse

Positive Outcomes

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The Sharing Spouse:

- Touched by being understood / Needs being recognized
- able and ready to share in a containable environment

The Listening Spouse:

- Aware how emotional blocks hinder the Listening
- Learn to be more sensitive to others Needs incrementally

Listening Triad Exercise

A:	Red							
B:	Red	Green						
A:		Green	Yellow					
B:			Yellow	Cyan				
A:				Cyan	Purple			
B:					Purple	Orange		
A:						Orange	Pink	
B:							Pink	Blue-Gray

Listening Triad for conflict resolution

- Structural Positive Learning incrementally
- Learn the different layers of listening, expression and communication
- Paid attention to internal process (reflect on ones own thoughts and feelings as well as the interactive process)
- Switch to listening, processing, articulating mode
- Less easy to escalate the emotional reactivity

Members' Learning & Gains in Listening Exercise

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聽

- Listening exercise很有用，發現自己只聽到50-60% → **多聽**對方
- 用心聆聽，**留意及感受對方的需要**，明白背後原因
- **留意**多些**配偶的表達和意願**，雙向溝通
- **學識澄清**對方講嘢內容，不需揣測，減少誤會
- **明白**對方多些，**接納**多些
- 發現被人聆聽的感受**amazing**：丈夫被組員聆聽接納，令丈夫向她講多些，令她接納丈夫多些

Members' Learning & Gains in Listening Exercise

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講

- 發現其他夫婦聽錯對方，只聽一半就以爲知了，自己亦是→學到要**盡量講**（找合適情況），不要逃避，才能互相明白
- 不再假設自己知，會主動問對方
- （以前怕衝突不講）丈夫學了聆聽技巧，大家能客觀些，令我容**易些講**自己需要。
- 有嘢就要講，不要屈，要**溫柔些**表達

Functions of Listening Triad

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- 這方法能令溝通無咁衝動，聽到對方所講，少些誤解。
- 好嬲時用這方法，可將怒意降低，有助解決問題。
- 大惑得解：理解到太太並非先天不足，太太其實是有能力聽到，只因有情緒才**block**了。

New Understandings Emotional Experience to another Half



Leading to

+ve Expectancy of relationship



The Gear Wheel Effect



Critical Scenarios and Clinical Tasks

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Critical Scenarios in Big Group Session:

Introduction & sharing of expectation

- High negative affect
e.g. Conflict, Resentment, Hostility.
- Serious personal problems & sensitive issues
e.g. Mental health, gambling problems.
- Cynicism towards the spouse & uncertainty about any hope for change
- Complaint Vs Attack pattern in a couple

What would you do in face of the critical scenario?

- **Our team did not expect negativity, volatile and toxic issues to surface at such strength and in such concrete details in the early beginning?**
- How would you respond in the big group?
- What would you select to focus on?

Clinical tasks of engagement 1:

Acknowledgement

- ✓ Capacity to recognize and contain problems
- ✓ In a safe group space
- ✓ With a sense of comfort

Clinical tasks of engagement 2:

Positive Reframing

- ✓ To link up members' narratives with positive frames, which can expand members' understanding and allow possibility for change

Clinical tasks of engagement 3:

Highlight Direction

- ✓ Construct a “shared” understanding
- ✓ Of possible learning and goals to accomplish
- ✓ With Commitment of the Social Workers’ Team to work collaboratively with you

Clinical Tasks engagement 4:

Zooming in

- ✓ to micro-processes of interaction
- ✓ to set example for the group to observe interaction and its shifts

Critical Scenario in Small Group:

Listening for emotion and needs with strangers and later with spouse

- A few members got into mode of complaining and negativity, even though we had given them the option to express anything, not necessarily about the couple's problems.
- How would you respond?

Members' evaluation at the end of workshop

- 聆聽，表達自己
- 認識對方多些
- 知道對方的感受及需要
- 溝通中，對對方的感受及需要的掌握
- 讓我有自知，也能認識丈夫對自己愛，聆聽被接納有超出想像的效果
- 對溝通及情緒的處理
- 自我發現問題；認清夫婦共同方向
- 幫助你自行尋找答案

Telephone follow up- one month later:

Application of what you learned

A 太太:

- 有試過同先生做 **touching exercise**，但有上 **workshop** 既時候咁 **sweet**
- 工作坊過後幾日有試過同先生玩 **聆聽練習 (listening triad)**，有幫助，覺得雙方都多左對對方既體諒

A 先生:

- 與太太有做過 **聆聽練習 (listening triad)**。將一些之前曾有爭執的地方透過呢個練習去處理。

Telephone follow up- one month later:

Application of what you learned

B 太太:

- 覺得同先生關係好似好左，好似氣氛冇咁僵
- 學識左聆聽，如果唔明白對方意思會主動去澄清，而唔會好似過去咁做左d對方原來唔欣賞同唔鍾意既野，唔會在再做呢d事

B先生:

- 覺得關係好左、傾計多左同埋比之前識得多左點同對方溝通

Telephone follow up- one month later:

Application of what you learned

C太太：

- 我聽不清楚，我會重覆（我的理解）；若覺對方聽不明白，會叫對方重覆，然後澄清。
- 學到要即時出聲，不要屈。有嘢就要講，講出自己對對方點，但不要大聲，溫柔些，丈夫快些收到。
- 不要對他屋企人事加意見。
- 不要將他和其他退休人士比較，只提出自己要求。

C先生：（手術後正休息，未暇接電）

Telephone follow up- one month later:
Feedback to what has worked in the workshop

A 太太:

- 在“公開欣賞”的環節中發現原來自己同屋企嘅先生心目中重要地位
- 經過聆聽練習(listening triad)後，對先生多左尊重，冇好似以前咁成日都ignore佢既意見，因為而家係真聽，唔係係咁易聽下

A 先生:

- 學習到點樣更有效去溝通，更敏感去聽對方需要
- 其他夫婦既故事以及努力亦對自己冇鼓勵

Telephone follow up- one month later:
Feedback to what has worked in the workshop

B 太太 :

- 聆聽練習(Expression of own needs and listen to others need)非常有幫助，發現原來用心去聽係咁重要，喺練習裡面發現自己以前未必聽到先生所表達既意思

B先生 :

- 聆聽練習(Listening Triad)好有幫助
- 覺得太太冇帶住咁多過去既情緒去面對今日既自己

Telephone follow up- one month later: Feedback to what has worked in the workshop

C太太：

- 丈夫有勇氣可將不滿全倒晒出來，讓我知道他多些，我可以改、可以避。
- 能幫助我們澄清溝通上的不清楚
- 工作坊讓丈夫心情好些、放鬆些才入院做手術，可半麻醉算好叻！

C先生：（手術後正休息，未暇接電）

Change Processes in the Couples' Workshop

- Emotional engagement
- Members' positive characteristics
- Mutual understanding
- New emotional experience enhanced positive expectancy in further learning.
- Touching exercise enhanced exploration and intimacy.
- Mutual appreciation further enhanced positive expectancy.
- Listening Triad reinforced compatibility and sense of mutuality.
- Mutual feeding exercise allowed expression of caring and consideration, reinforced earlier learning about feedback and communication.
- Closing ritual reinforced positive experience and expectancy.

Thankyou

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Booster Session

Goal: Consolidation, integration and application of learning

Content:

1. Sharing: Application of learning and progress in marital relationship
2. Collaborative generation of wisdom in managing conflicts
3. Writing down wisdom for self
4. Couple making wish for their coming relationship

Human Behaviour and the Environment

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