

The PERCEPTION PROCESS™

www.accidentalcounsellor.com



My name is Rocky Biasi. I help school staff respond to difficult conversations and create positive relationships in schools.

The Perception Process™ is part of The Accidental Counsellor Training I present across Australia.

It will help you:

- Connect and establish rapport quickly with the person you are working with.
- Create an environment of trust and safety.
- Challenge negative and "stuck" thoughts and perceptions in a way that is accepted and well-received.
- Facilitate new perspectives that lead to new positive behaviours.

The Perception Process™ - 5 Simple Steps That Create New Perspectives and Positive Behaviours.

"Perception is reality." - have you heard this phrase before?






What is your reaction when someone challenges the way you see something, your thoughts or beliefs about a particular topic?

Have you noticed you tend to become defensive when your perspectives are challenged?

In a school situation it's easy to challenge and correct students (and parents) directly. However, if the perspective or thought has a lot of emotion attached to it, this approach makes a difficult situation worse.

When you Acknowledge, Normalise and Validate a person's perspective, you help diffuse the emotion attached to it. When a person feels 'Listened to', in this way, they become more open to considering new perspectives and positive behaviours.

The Perception Process™ – 5 Simple Strategies That Create New Perspectives and Positive Behaviours.

<p>Listen</p> 	<p>Acknowledge</p> 	<p>Normalise</p> 	<p>Validate</p> 	<p>Action</p> 
<p>Listening is a search to find the treasure of the true person as revealed verbally and non-verbally.</p> <p>There is a semantic problem, of course. The words bear a different connotation for you than they do for me.</p> <p>Consequently, I can never tell you what you have said, but only what I have heard.</p> <p>I will have to rephrase what you have said, and check it out with you to make sure that what left your mind and heart arrived in my mind and heart intact and without distortion”...</p> <p><i>John Powell</i></p>	<p>It’s important to acknowledge and accept the person’s perspective because it begins to “soften” their “hold” over it. As a result they can give energy to other thoughts or perspectives.</p> <p>Acknowledge a person’s perspective by indicating that you have noticed, recognised, and accepted it.</p> <p>Acknowledge not just the content but the emotion of what is been said.</p>	<p>When you normalise a person’s perspective regardless if it is rational or not they don’t feel the need to defend it.</p> <p>This is especially true to the feelings that come with strongly held thoughts, beliefs and perspectives.</p> <p>It can be very powerful to normalise the emotion and behaviour (regardless of how painful) associated with perspective.</p> <p>E.g. “No wonder you don’t want to go to school if you believe you have no friends”.</p>	<p>Validation is the recognition and acceptance of another person's thoughts, feelings, and behaviours as.</p> <p>Validation doesn't mean agreeing or approving. When a friend or family member makes a decision that you don't think is wise validation is a way of supporting them and strengthening the relationship while maintaining a different opinion.</p>	<p>When you acknowledge, normalise and validate a person’s perspective you help diffuse the emotion associated to it.</p> <p>When a person feels listened to in this way they become more open to considering new perspectives and positive behaviours.</p>

Listen



ACTION STEP

Acknowledge



ACTION STEP

Normalise



ACTION STEP

Validate



ACTION STEP

Action



ACTION STEP

Some possible introductory phrases for paraphrasing:

- So, what I hear you saying is...
- It sounds like you...
- If I understand you correctly...
- Are you telling me that...

Be sure to use language that matches and mirrors the person's gender and age etc. And to make it your language!

Some possible introductory phrases for paraphrasing:

- Use Non verbal cues like nodding your head.
- So for you it's like...
- I agree that you think / believe...
- Use one word or short phrase to acknowledge the person's perspective. e.g.

*"You've had enough",
"Yes it hurts when that happens"...*

Some possible introductory phrases for normalising:

- **Join the club; you are not the only one who thinks, feels...**
- **Most people feel - sad, upset, etc. If they believe no one likes them, they have no friends, etc.**

Some possible introductory phrases for validating:

- **"Well of course you get angry if you really think the teacher is out to get you".**

Some possible introductory phrases to help establish a new perspective and consider new behaviours:

- *What's a way of thinking about this that will make you feel a little better?*
- *What could you do about this that can make things easier, (better) for you?*

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Interested in attending or hosting the Accidental Counsellor Training?

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