

Index of Examples

Couples

- Brandon and Camille, *relationship commitments*: statements, 133–34, 142
- Cliff and Sylviaette, *conflict over helping on a graduate thesis*: questions, 112–13
- Cynthia and Damon, *surrendering without cause (out of habit)*: 25–26
- Debbie and Paula, *emotional withholding*: statements, 132–33
- Doug and Virginia, *conflict over interrupting*: predictions, 172–73, 175, 179, 191–92, 195, 200, 208–9
- Ed and Nora, *mixed message over needing help in the garden*: statements, 150–52, 154–55
- Geneva and Clyde, *divorced couple, holiday meals*: statements, 130–31, 136, 140
- Hans and Franklin, *conflict over being late to events*: predictions, 165, 168–69, 170, 171, 190, 206
- Jamal and Renée, *conflict over house remodel, taking a break*: statements, 146–49, 158, 160–61; predictions, 193
- Jason and Trina, *argument over commitment to make dinner*: 52–53, 55; questions, 108, 118; statements, 126
- José and Idalia, *letting the daughter be rude*: statements, 136–37, 142, 158
- Lisa and Sawyer, *argument over groceries and money*: 50–51, 55, 56
- Margaret and Jack, *conversation about “changing”*: questions, 105–6, 109
- Marilyn and Charles, *dealing with angry energy*: 235
- Marsha and Johnson, *threatening to destroy pottery if partner leaves*: 72–73
- Mena and Todd, *partner wanting to separate*, 84–86: questions, 87, 90–91, 100
- Rod and Cynthia, *false assumptions causing embarrassment*: 107–8
- Sally and Marcus, *not wanting to talk and coercing talking*: 8–9; accelerating conflict, 18; staring/blaming, 44; assumptions and questions, 73, 89, 98–99, 101, 110; predictions, 177–78, 192; all eight steps, 241–45
- Sandra and Jake, *financial accountability*: predictions, 183–85, 186, 195–96, 202
- Toni and Geraldo, *false assumptions creating misunderstanding about relationship/move*: questions, 97–98

General Examples

backseat driving: predictions, 171–72, 189, 191, 202, 209–10
defending a family member: questions, 109
putting up with lack of respect for fear of losing partner: predictions, 176–77
interrupting: 111, 169
lateness: predictions, 174
laundry: predictions, 169, 170–71
mixed messages about going for a run: questions, 119
mixed messages about spending money for dinner out: statements, 153, 161–62
mixed messages regarding support for conflict with parent: statements, 153
vacation trip discussion: 120

Dating

Connie and Quinton, *reciprocity in phone calls*: predictions, 197
 Marlene and Dan, *keeping commitments, achieving respect*: predictions, 180–81
 Sheri and male friend, *stare down (creates insecurity)*: 46

Drugs

sister on drugs: statements, 154, 155, 156, 157, 159

Family

laundry: predictions, 169, 170–71
stopping argument: predictions, 199–200, 203–4
Extended
defending a family member: questions, 109
friends or family, not keeping in contact: questions, 96, 111–12
 Gwen and Harriet, *in-law being dominating*: all formats, 250–52
 Sylvia and Mabel, *defensive response to friendly question*: 61, 62

Friends

Arnold and Harry, *argument, one doesn't want to answer questions*: 227
 Clarice and Emma, *insult about weight, health*: questions, 114–15
 Maria and Celeste, *hiding information*: 11; withdraw–escape, 36; expressing support while hiding opinion, 39; statements, 138–39
 Regina and Carla, *coercing a commitment*: defensive reaction, 46–47; predictions, 176–77
roommate who is messy: predictions, 203–4

Harassment

- harassment on bus*: question, 217–18
 Nancy and Frank, *inappropriate sexual behavior by supervisor*: questions, 94–95
 Riassah and brother, *hitting*: statements, 134, 136, 160
 Marilyn and Charles, *dealing with angry energy*: 235

Health

- Patricia, *disability*: vulnerability, 127–28

Learning

- sending mixed messages about learning new computer program*: statements, 161
expressing defeat about learning a new task: all formats, short version, 238–39

Parent/Child

Child

- Ami, *tantrum*: predictions, 201–2
 Molly and Alison, *clothes for school, thinks Mommy wants boy*: questions, 97, 100
damaging property, coloring on walls: predictions, 205
getting dressed, watching TV: predictions, 165
picking up toys, watching TV: predictions, 170
showing appreciation: predictions, 189, 193–94, 210
wanting to give up, for example, on homework: all formats, 238–39

Teen

- Beth and Corey, *Beth refuses to help with housework, is rude and demanding*: 51–52, 54, 56; questions, 93–94, 123; statements, 154; predictions, 165, 178, 182, 194–95, 202–3, 204, 210
 Gerard and Collette, *college-age daughter doesn't want advice*: predictions, 178–79
laundry, predictions, 169, 170–71
upset and denying that anything is wrong: statements, 152 (*also see Sally and Marcus under Couples*)

Adult

- Anthony, *overeating at mom's house*: 103–5; questions, 107
 bossy grandparents: questions, 120
 Brad and father, *emotional and physical distance*: questions, 113
 Carolyn and Rose, *mother complains no matter how much daughter does*: statements, predictions, 175

- Caitlin and her parents, *marriage plans, different religions*: all formats, 249–50
 Charlie and Gladys, *mom depressed after husband dies*: predictions, 182–83
 David and parents, *withdrawal under veneer of responsiveness*: 40
 Jamilla and father, *getting married/giving daughter a male role model*:
 questions, 117–18

Parent/Stepparent

- José and Idalia, *letting daughter be rude*: statements, 136–37
 Kiko and Akiro, *jealousy about partner's children*: predictions, 207–8, 210

Politics

- Betsy, *discussion about national health care/Head Start*: statements, 139
 Rebecca, *political discussion, speaking without trying to convince*: statements, 139–40

Professional Relationships

Client/customer/student

- Colin and his attorney, *not getting clear information*: questions, statements,
 140–41
 Don, printing company owner, *hiding professional opinions*: 11–12; predic-
 tions, 176
 Mihn, community college staff, *dealing with irate student*: questions, 93;
 statements, 138; predictions, 169–70
 teacher, *dealing with bored and sarcastic students*: all formats, short version,
 259–60

Co-Worker/Colleague

- co-worker agrees to help on task and acts irritable*: all formats, short version,
 239–40
 Bill, custodian, *teacher asks him to pick up student's mess*: questions, 121
 Dick, physician, *uninformed criticism of a professional decision*: defending, 13;
 predictions: 173–74
 Elaina and Susan, *insult*: 16; bound and alienated, 17; questions, statements,
 predictions, 222–23, 224; all formats, 238
 Gordon and Selma, *co-dependence (doing more than one's share of the
 workload)*: 23–24; denial, 24, 98; statements: 138
 Katie and Simon, *responding to a divisive person in staff meeting*: all formats,
 257–59
 Lynette and Walter, *attorney implies partner shouldn't do volunteer work*: 65;
 questions, 124–25; statements, 162–63
 Naysayer, *negates ideas in meetings, pessimist*: all formats, 260–61
 Phil, *others in professional organization making apparently unethical decisions*:
 statement, prediction, 225

Quita, *co-worker makes remark with racist implications*: all formats, 246–48
 Samuel and Tony, *prejudiced jokes*: 32–33
Shifting alignments among co-workers: all formats, 255–57
 woman from rape crisis and sheriff, *he appears uninterested*: question, 122

Supervisor/Employee

Maggie and Claudia, *criticism from supervisor*: 53; questions, 95–96;
 statement, 162–63
 Nancy and Frank, *inappropriate sexual behavior by supervisor*: questions,
 94–95, 100, 101; statements, 141
supervisor dealing with employee who consistently turns work in late:
 predictions, 206
 Wayne and Phoebe, *supervisor not listening to employee*: 47–48; all formats,
 252–53

Workshops, Public Speaking

Rhonda and Sharon, *responding to a difficult question*: questions, 87–88, 100

Racism

Dr. Larry Dawkins, *war tactics*: 10
 Floyd, *treated in non-professional way*: questions, 99; statements, 141–42
 Fran and mother, *keeping her skin covered so she won't tan and look "dark"*: 26
 Samuel and Tony, *prejudiced jokes*: 32–33
 Quita, *co-worker makes remark with racist implications*: all formats, 246–48
 Teen conflict, *name calling*: 93

Siblings, Adult

sister on drugs: statements, 154, 155, 156, 157, 159
 Barbara and Sherry, *telepathic communication of change in boundaries*: 234

Siblings, Child

Candy and Sharon, *tattling*: 43–44
harassment on bus: question, 217–18
 Riassah and brother, *hitting*: statements, 134, 136, 159–60

Stranger/Acquaintance

Clara, *compliment followed by insult*: 30
 George and Sharon, *buying tires*: questions, 91–92, 95, 100, 101–2, 109
 hotel manager and Sharon, *noisy staff*: questions, statements, 222, 233–34

store clerk and Sharon, *rudeness*: questions, statements, 219
woman at fair, *hot political topic*: questions, 93
Wendy and Donna, *lying*, *walking in woods*: statements, 129

Teenagers

teens, *arguing*: questions, 116–17
teen conflict, *name calling*: questions, 93

Weight Issues

Body Image

Elaina and Susan, *insult about weight*: 16; bound and alienated, 16; questions, statements, predictions, 222–23, 224; all formats, 238

Clarice and Emma, *insult about weight*, *health*: questions, 114–15

Eating Disorders

Maria and Celeste, *hiding information about an eating disorder*: 11, 36, 39; statements, 138–39

Anthony, *overeating*, *blueprint*: 103–5

General Examples

Akaya, *Peeling potatoes*: judgmental question, 8

interrupting: 111 (*also see* Doug and Virginia)

keeping in contact: questions, 96, 111–12

mixed messages about going for a run: questions, 119–20

Sid, *disarming effect of questions*: 92