



THE
dh
EFFECT

*Communicating
with
Your HEART*

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Rules of Engagement

Respect

Be deeply present without advising, interrupting, rescuing, criticizing or teasing.

Purposefulness

We each bring unique gifts to the world when we live with intention.

Courage

We do not let fear dictate our choices or path forward.

Compassion

We show up in curiosity, forgiveness and love.

Trustworthiness

What is shared by Friends, stays here.



H: Hold Space

Initiate verbally or nonverbally:

- What's up?
- I see that...
- I understand that...
- Move closer.
- Compassionate smile.
- Eye contact
- Touch where appropriate.
- Be mindful of tone. (7-38-55 rule)
- Receptive silence.



Ε: Empty Yuck/Cup

Use open ended questions and listen to understand:

- What is that like for you?
- What worries you?
- What is the hardest thing about this?
- When do you feel the saddest?
- What does it mean to you?
- What confuses you?



A: Accountability

Help reflect and think through what is next using virtue-based questions.

- What would help you be more assertive in this situation?
- What would give you the courage to...?
- What do you need?
- How can I support you?
- What would it look like/feel like if?
- What would help you to release this?



R: Review Decision

Integrate learning and bring closure.

- What has been helpful about talking about this?
- What is clearer to you now?
- What are your next steps?



T: Thankful Thoughts

Use Virtues to leave others better than you find them and build trust.

- Thank you for being so courageous and sharing this with me.
- I really hear your loyalty to your friend.
- Gosh, you are showing so much humility in taking ownership of this.





The DH Effect in Action

- Practice using our HEART method with others.
- Use a journal and try going through the steps with yourself.
- Remember to be patient. It should never be forced.

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