



# COMMUNITY Health Initiative

## Parent-Child Connect-3

## 亲子关系和亚裔青少年心理健康-3

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主办方: Community Health Initiative

# Open Communication 开明沟通的父母

## *Factor Loadings and Measures of Fit for Parental Open Communication W*

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Discrepancies: 2<sup>nd</sup> gen Chinese= 4.21-3.12=**1.10**, European = 4.20-3.53=**0.70**

### Parent characteristics

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I can discuss my beliefs with my parent without feeling restrained or embarrassed.

It is very easy for me to express all my true feelings to my parent.

If I were in trouble, I could tell my parent.

I am very satisfied with how my parent and I talk together.

I openly show affection to my parent.

I find it easy to discuss problems with my parent.

My parent is always a good listener.

My parent tries to understand my point of view.

When I ask questions, I get honest answers from my parent.

*Goodness of fit estimates*

# 你如何知道别人是否在倾听？

倾听（肢体信号）	倾听（言语信号）	不倾听（肢体信号）	不倾听（言语信号）

# Student voices

- **Request from Asian American Youth from “Hear Me Out” essay contest:**
  - “What we really starve for from our parents is a listening and understanding heart, **accepting us and appreciating the way we are**, products of this society they chose to raise us in.”
  - “Both my parents and I need to know how to **compromise** on topics we don’t agree on.”



## Paraphrasing 有效的复述

- Try to paraphrase what your child seems to be feeling or thinking about a situation, and validate that it's okay for them to feel this way:
  - “I can understand why this makes you so upset.”
  - “You seem pretty disappointed by this news.”
  - “It's okay if you're angry right now.”



分组练习： Try listen nonjudgmentally and paraphrase in breakout room with your partners

Son: “High school is so hard. I’m tired of studying all the time.”

Mom: “Yes, it is. But someday you might miss your high school days.”

Son: “No I won’t. I have so much homework from the AP classes. How can I like high school when I’m only sleeping 5 hours a night?”

Mom: “When I was in high school, I didn’t like my classes. But looking back now, I appreciate what I learned.”

Son: “Whatever” [walks away]



## Paraphrasing Example

Son: “High school is so hard. I’m tired of studying all the time.”

Mom: “I know it’s been hard for you to have so much work this year in your AP classes.”

Son: “Yeah, I stay up late studying all the time and I don’t have time for anything else.”

Mom: “You feel like you’re missing out on fun things because you have to study.”

Son: “Exactly!”

Mom: “Maybe we can brainstorm ways to help you find more balance the rest of the year.”

# 重温

积极互动:消极互动?  
不说教, 不带评判的倾听  
Self care



Topics for Today:

Communication Styles 沟通风格  
Active Listening 积极倾听 vs. 说教  
I-statement 更好地表达我们的情绪和  
需求。

# Cultural Differences in Communication Styles

- **The Joy Luck Club - Meet the Parents**
- <https://www.youtube.com/watch?v=WhtjwGZlaew>
  
- <https://www.youtube.com/watch?v=VAI92QvEfDQ>
  
- Waverly: “You do not know the power you have over me...Because nothing I do can ever ever please you.”
- Lindo (Mom): “Now you are making me happy”
  
- “If I do not like him [Rich], I act politely and do nothing. Let him have bad cancer.”

- **The upset June was comforted by her loving mother**
- <https://www.youtube.com/watch?v=GCQxu-wJgyA>

# 东西方沟通风格的差别

- 东方集体主义文化下，更注重非言语和非直接沟通：
  - Eastern (collectivistic) countries: Nonverbal as well as indirect communication or high-context communication (Sue, 1990).
  - 察言观色，鉴貌辨色，闻弦歌而知雅意，弦外之音
  - “如果他真的关心我，就应该知道我的想要什么”
  - 红楼梦 龄官画蔷 “外头大毒日头晒着，你赌气去找大夫，把你晒坏了，大夫来了我也不看”
  - 父母可能不直接表达自己对于孩子的爱意，而是无微不至地关心孩子的饮食起居
- 西方个人主义文化更加推崇直接的言语沟通
  - In Western culture, people tend to be more verbal and direct— also known as low-context communication (Sue, 1990).
  - Be assertive, I statement
- 在西方文化下长大的ABC孩子会如何解读家长非直接的表达方式？
  - 父母总是以“多穿件衣服外面冷”来代替“我爱你”

# Communication: Effective or NOT ?

Wife: Can you help wash the dishes?

Husband: I'm really exhausted today.

Wife: How come you never help wash the dishes? [This may be ineffective because the wife didn't acknowledge that the husband was tired]

Husband: Didn't you hear me? Didn't I just say that I was tired?

[Husband ignores wife and watches TV.]

[Fighting begins...]

# 这个沟通是否有效 健康？ 应如何改进？

- 妻子：你可以帮忙洗个碗吗？
- 丈夫：我今天真的累坏了。
- 妻子：你怎么从来不会帮忙洗碗？
- 丈夫：你没听见啊？我不是说我很累吗？？
- **【丈夫不管妻子，看他的电视。】**
- **【争执开始...】**
- **【太太并未承认丈夫很累。】**

# Effective Communication (Supportive Nonverbal)

Wife: Can you help wash the dishes?

Husband: I'm really exhausted today.

Wife: [notices tired look on husband's face] Did you eat yet? Let me get you some tea. Dinner will be ready in a minute.

Wife: [While eating dinner she acknowledges his feelings] You look tired today. What happened?

Husband: My boss was getting on my nerves and dumped all this work on me (wife nods and let's husband know she is listening).

[Wife gives husband some time to relax and unwind]

[Later on she massages husband's shoulders to help him relax.]

Husband: Thanks. That felt really good. How was your day?

Wife: It was okay, just a bit tiring. I had to run errands, pick up the kids, and work all day long. That's why the dishes aren't done yet.

[Husband gives wife a shoulder massage]

Wife: Could you help me clean up the kitchen?

Husband: Sure. [Husband gets up and washes the dishes]

# 支持性的非言语沟通

- 妻子：你可以帮忙洗个碗吗？
- 丈夫：我今天真的累坏了。
- 妻子：**【注意到丈夫的倦容】**你渴不渴？我来帮你倒杯茶吧。晚饭一会儿就好了。
- 妻子：**【吃饭时承认丈夫的感受】**你今天看来好累。怎么啦？
- 丈夫：我老板真的很烦人，还丢一大堆工作给我做。  
(妻子点头，让丈夫知道她有在听)
- **【妻子给丈夫一点时间放松纾解】**
- **【稍后妻子帮丈夫按摩肩膀，帮助他放松。】**
- 丈夫：谢谢你，真舒服。你今天还好吗？
- 妻子：还可以，就是有点累。我得处理杂务、接孩子，又做了一整天的事，所以碗还没洗。
- **【丈夫帮妻子按摩肩膀】**
- 妻子：你可以帮忙清理一下厨房吗？
- 丈夫：没问题。**【丈夫起身去厨房】**



# Effective Communication

*Example: Active listening and reflective empathy*

Wife: Can you help wash the dishes?

Husband: I'm really exhausted today.

Wife: [She nods and acknowledges husband's feelings] Yeah, I can tell. What happened?

Husband: My boss was getting on my nerves and dumped all this work on me.

Wife: [Wife continues to empathize with his experience] That's horrible. Is there anything I can do?

[Husband continues to talk about his day and vent]

Wife: [Wife continues to acknowledge his feelings and also lets him know that she knows how he feels] I can understand why you feel tired because I also got handed 3 new projects today. I also had to pick up the kids and run the errands. That's why the dishes aren't done yet. Would you mind helping?

Husband: You must be really tired too. Let me do them then.

# 积极倾听且有同理心

- 妻子：你可以帮忙洗个碗吗？
- 丈夫：我今天真是累坏了。
- 妻子：【点头表示同意同理丈夫的感受】嗯，看得出来。出了什么状况吗？
- 丈夫：我老板真的很烦人，还丢一大堆工作给我做。
- 【丈夫继续说今天发生的事，宣泄一下】
- 妻子：【妻子继续同意同理丈夫的感受，并让他知道她了解他的感受】我能了解你为什么这么累，因为我今天也接了三个新的案子。下班后又得接孩子，还得赶去处理一些杂事。就是因为这样，我碗还没洗。你可以帮忙吗？
- 丈夫：你想必也累坏了。碗我来洗吧。
- 妻子：【妻子持续同理丈夫的感受】真惨。我能帮什么忙吗？

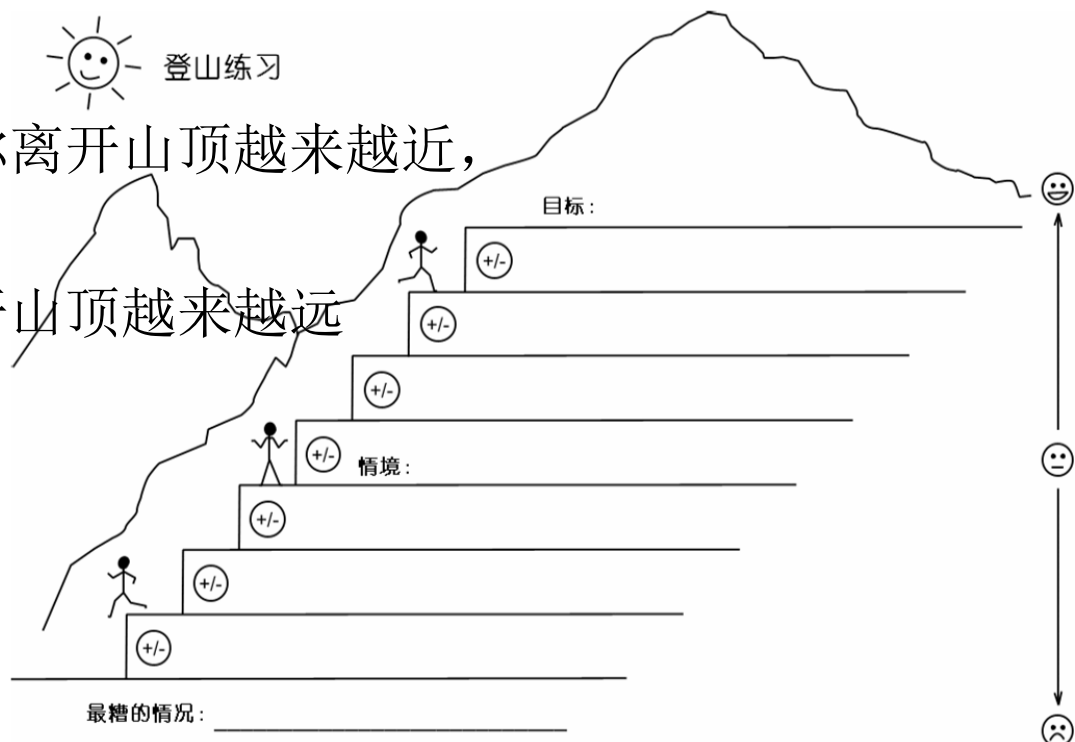
# What is your Daily Communication Style? 你的日常沟通风格是怎样的？

提升您的心「晴」指数© - 27

沟通有时像爬山

健康有效的沟通是上坡，使你离开山顶越来越近，  
帮助我们满足需求。

无效的沟通是下坡，使你离开山顶越来越远



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**Verbal:**

Not directly saying what one wants or needs.

**Example:**

Saying...“I don’t feel well today,” but never directly communicating what one wants from the other person (e.g., being upset that the other person doesn’t help with the dishes, but not directly asking them to help).

**Nonverbal:**

Frowning, feeling tired, or smiling all the time and pretending there is nothing wrong.

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**Effectiveness:**

Poor

**Volume and Tone:**

Low volume and passive tone

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**People’s reactions:**

People won’t understand your needs or what you want from them. If you don’t communicate more effectively, they may learn to treat you badly, ignore you, and a vicious cycle of unmet needs may develop.

# 您在生活中常用哪种沟通风格呢？

- 当您不愉快的时候是否会忍住自己的感受，不用言语表达感受？
  - 皱眉、疲倦，或当做一切都很好、整天笑咪咪的。
  - 不直接说出自己想要什么或自己的需求
- 您是否在表达情绪与需求上有困难？
- 您的面部表情与肢体是否有效地表达您的感受？
- **被动风格**：把情绪闷在心里不加以表达，并在不愉快或不满的时候，不表达自己的感受或需求。
- 别人没办法了解您的需求或您想要他们做什么。
- 您若不更有效地表达自己，渐渐地他们或许也会对您不好，忽略您，如此可能造成一再无法得到满足的恶性循环。

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**Verbal:**

Shouting, yelling, demanding, commanding, blaming, being critical, or being verbally abusive.

*Example:*

Yelling... “Why don’t you ever do the dishes?”

**Nonverbal:**

Pushing, hitting, slapping, throwing things, or being physically abusive.

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**Effectiveness:**

Poor

**Volume and Tone:**

High volume and aggressive tone

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**People’s reactions:**

People may act defensively. Even if they initially listen or do what you want them to do, they eventually feel resentful. Some people may be afraid to be honest with you about how they feel. They might hold things in or they might hold things in until they explode.

# 您在生活中常用哪种沟通风格呢？

- 您是否在不高兴的时候提高音调？
  - 大叫、苛刻要求、怪罪他人、批评或言语虐待。
- 您是否在不高兴的时候批评别人？
- 您在不高兴的时候是否会动粗？
- **激进风格**：当有情绪时，强烈地表达自己的感受。
- 别人可能对你会有防御心。
- 就算他们刚开始会听您的或照您的话去做，他们最终会感到厌恶。
- 他们也许会一直忍着，或是忍到他们受不了后一发不可收拾。

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**Verbal:**

Not directly saying what one wants, and then being too direct, emotional, or critical later on.

**Example:**

Not saying anything about the dishes until you get fed up and then yelling at and criticizing the other person.

**Nonverbal:**

Facial and bodily expressions that are inconsistent with the way you feel, that rapidly change to extremes, or that are confusing to others.

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**Effectiveness:**

Poor

**Volume and Tone:**

Fluctuates between high and low volume, and passive and aggressive tone.

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**People's reactions:**

People won't understand your needs and will be confused when you become upset. This style leads to a lot of drama, fighting, and hurt feelings in relationships.



# 您在生活中常用哪种沟通风格呢？

- 您是否在表达情绪与需求上有困难？
- 您是否一直憋着您的感受直到无法忍受，然后便爆发？
- 当您情绪爆发时，是否容易过度反应，或恶言相向、动手动脚？
- **被动—激进风格**：对于困扰的事情一直忍着，直到再也忍不住为止，最后情绪崩溃或爆怒。
- 别人不了解您的需求，且您表现出的不一致的情绪使他们觉得困惑。
- 引发很多紧张气氛、冲突且伤害人与人之间的感情。

**Healthy Style:** Being tactful about how you communicate and expressing yourself and what you need in a calm, honest, and respectful manner. Not holding in your emotions, not attacking or criticizing others, and not acting out your feelings. Understanding how others feel and letting them know that you are aware of their feelings. “Responding” rather than “reacting.”

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**Verbal:**

Speaking in a calm, rational, and respectful manner.

**Example:**

Saying... “I’m really tired today. Can you help wash the dishes? Thank you.”

**Nonverbal:**

Having facial and bodily expressions that are consistent with the way you are feeling.

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**Effectiveness:**

High

**Volume and Tone:**

Normal volume and calm tone

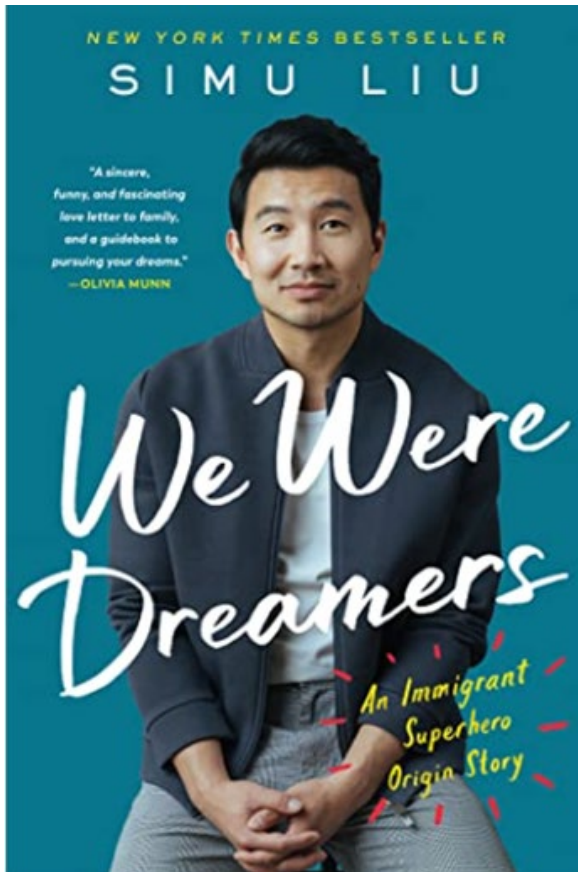
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**People’s reactions:**

People are more willing to listen to what you say when you don’t criticize or attack them. It is important to let people know that you understand how they feel and also to respectfully let them know how you feel. They will be better able to empathize with you and be more willing to help.

# 健康的沟通风格

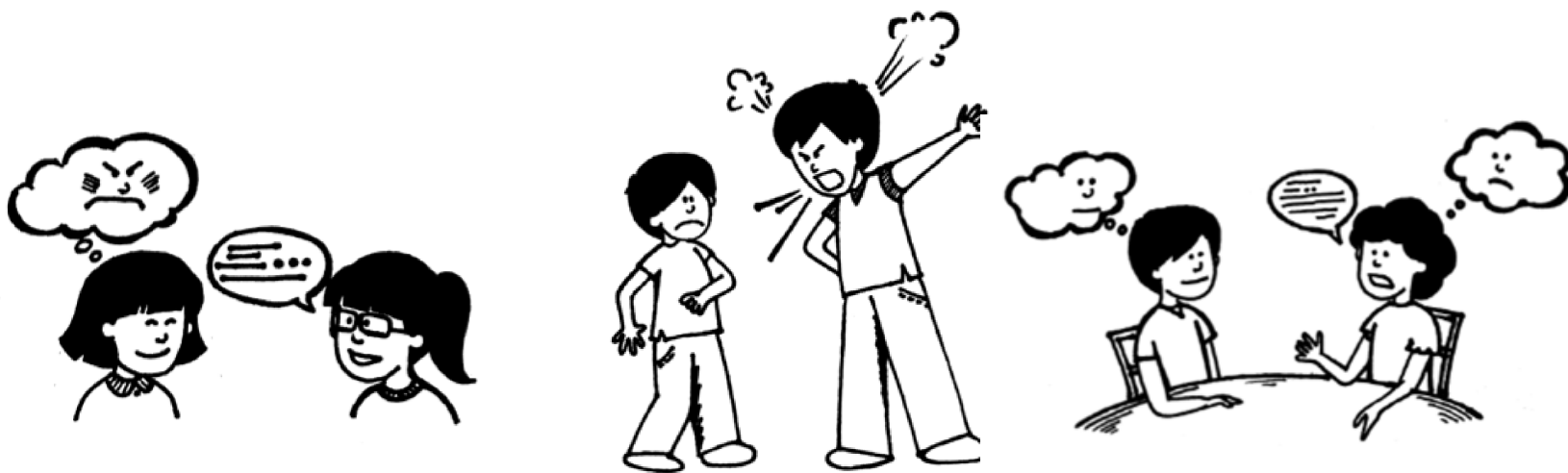
- 您是否能在对情况做出回应前先进行了解并仔细思考？
- 您是否能对他人有同理心，了解他们的感受？
- 您是否能以尊重的态度传达您的情绪与需要？
- 您的面部表情与肢体语言是否与您所说出来的话（或背后隐含的意义）一致？
- **健康风格**：以心平气和、真诚与尊重的态度，技巧性地与他人沟通，表达自己的情绪和需求。
- 不压抑您的情绪，不攻击或批评他人，不通过肢体暴力宣泄您的感受。
- 思考后再「回应」，而非「反射行动 react」。

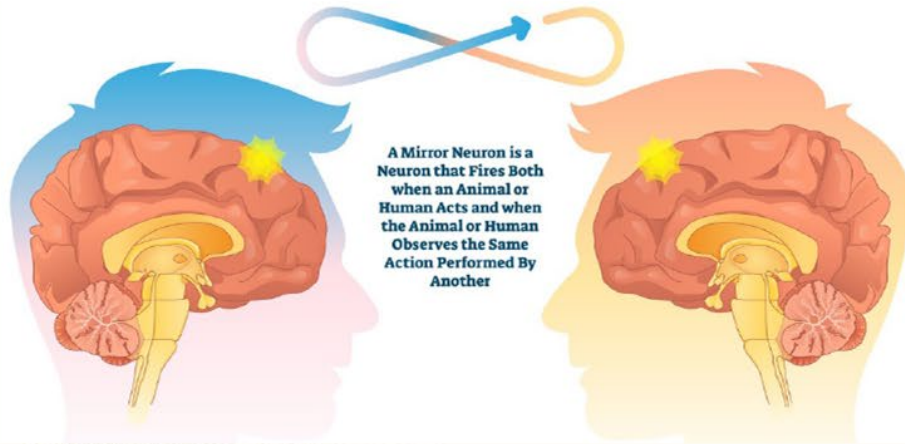


## Worst incident from “We Were Dreamers”

- What went wrong in this case?
- 当刘思慕哭的时候，他的父亲是如何应对的？
- 他的父母为什么会这么做？
- 他父母行为的效果如何？
- 你有什么建议么？
- 父母教养方式和沟通方式上中美文化的差别
  - 总是以“多穿件衣服外面冷”来代替“我爱你”

刘思慕的父母用了什么沟通风格？





A Mirror Neuron is a Neuron that Fires Both when an Animal or Human Acts and when the Animal or Human Observes the Same Action Performed By Another

为什么家长心平气和很重要？  
当您很生气时，意识到你的情绪和需求（认识到你和孩子可能有不同的需求）

Child imitates parents' facial expressions  
Parents' mood → kids' mood



# Dr William Glasser's *Basic Needs*

				
<i>Love &amp; Belonging</i>	<b>Power</b>	<b>FUN</b>	Survival	<i>Freedom</i>
<ul style="list-style-type: none"> <li>✓ belonging</li> <li>✓ being loved</li> <li>✓ being respected</li> <li>✓ friendship</li> <li>✓ sharing</li> <li>✓ cooperation</li> </ul>	<ul style="list-style-type: none"> <li>✓ recognition</li> <li>✓ success</li> <li>✓ importance</li> <li>✓ achievement</li> <li>✓ skills</li> </ul>	<ul style="list-style-type: none"> <li>✓ enjoyment</li> <li>✓ laughter</li> <li>✓ learning</li> <li>✓ change</li> </ul>	<ul style="list-style-type: none"> <li>✓ health</li> <li>✓ relaxation</li> <li>✓ sexual activity</li> <li>✓ food</li> <li>✓ warmth</li> </ul>	<ul style="list-style-type: none"> <li>✓ choices</li> <li>✓ independence</li> <li>✓ freedom from</li> <li>✓ freedom to</li> </ul>

- 刘思慕的需要是什么?
- 他父母的需要是什么?
- 他们应该如何更有效地表达自己的需要

- 您是否觉得文化适应影响了您的家庭关系？为什么？
- 美国文化与华人文化有何不同？
- 成长在不同的文化环境会如何影响一个人的信念与价值系统？





## 分组讨论

如果你想让孩子晚上10点前回家，怎样的沟通方式更有效？

Short Video

沟通有时像爬山

健康有效的沟通是上坡，使你离开山顶越来越近，  
无效的沟通是下坡，使你离开山顶越来越远

# 哪些陈述是有帮助的？

## Helpful vs. unhelpful?

1. I understand and know exactly what you are going through. That happened to me two years ago. This is what I did. 我完全知道你正在经历什么。我当年是这么走过来的。
2. You'll get over it, you've just got to ignore it and get on with life. 你会克服这个的。你只需要忽视这件事情，继续正常的生活。
3. You'll feel differently tomorrow. 你明天感觉一定会好很多的。
4. It's such a beautiful day outside. How can you feel so sad? 外面天气那么好，你有什么可以伤心的呢？
5. How long have you been feeling like this? 你有这种感受多久了？
6. Have you spoken to anyone about this before? 你以前和任何人谈过这件事吗？
7. Is something bothering you? 你有什么心事吗？
8. You haven't been joining us lately at coffee break — are you okay? 你最近很久没有和我们一起喝咖啡了，你还好吧？
9. It is hard for me to understand exactly what you are going through, but I can see that it's distressing for you. 我不确切地知道你经历了什么，但是我可以看出来这让你很苦恼。
10. Something seems to be bothering you. Do you want to talk about it? 好像有什么事情困扰着你。你想谈谈吗？

# 哪些陈述是有帮助的？

## Helpful vs. unhelpful?

1. Are you just gonna sit there and mope? 你难道只会坐在那里怨天尤人么？
2. I am here for you if you want to talk. 如果你愿意和我说说心里话，我就在这里。
3. You are not alone. 你不是孤单的。
4. You're overreacting/too sensitive/too emotional. 你太激动了/太敏感了/太情绪化了。
5. I care about you. I noticed ... (describe a change in behavior, emotion...) 我关心你。我注意到你最近...
6. Try not to think about it. 不要胡思乱想。
7. Don't be so pessimistic. 不要这么悲观。
8. You just need to take meds. 你就是需要吃药。
9. You have so much to be happy about. 你有这么多值得高兴的事。
10. What do you have to be anxious about? 你有什么可以焦虑的呢？

# Helpful vs. unhelpful?

## 哪些陈述是有帮助的？

1. I know this is hard. It is natural to feel hurt. 我知道这很让人伤心。你为此伤心很正常。
2. Can't you just calm down?! 你为什么就不能够平静下来么？
3. It's just a thought. 这只是一个想法，不要胡思乱想了。
4. It's all in your head. 这些都是你胡思乱想。
5. Everything will be okay. 一切都会好起来的。
6. Oh, I get it-I'm stressed too. I... 我理解你。我也有很大压力。我...
7. It's not a big deal. 这不是什么大不了的事情。
8. It could be so much worse. 事情可能比现在更糟。
9. There are people in this world with real problems. 世上有些人有比你更加严重的问题。

## Tips for asking effective questions:

1. Start with a neutral topic or something your child is interested in.
2. Be specific rather than vague.
  - A. “How was your day?”
  - B. “What drills did you run in soccer practice today?”
3. Respect their space.
4. Find what works for your family’s routine to build in some time to check in with your child every day

# Asking Effective Questions: How would your child respond?

How was school today?

→ Tell me about that presentation you gave in science today?

Do you like your new soccer coach?

→ How do you feel about your new soccer coach so far? What do you like most about him/her?

Did you hit your brother?

→ What happened between you and your brother?

# Avoiding WHY questions



Why questions can seem accusatory and may make your child become defensive

Aim to rephrase why questions to become more gentle:

Why didn't you call when you knew you'd be home late?

→ What kept you from calling?

Why are you so upset?

→ Tell me about what's upsetting you.

# Pair Share (Breakout room):

See if your group can improve each of these questions!

1. Where were you last night?

→ I'd love to hear more about your night.

2. Why are you arguing with Jenny?

→ What happened between you and Jenny?

3. Do you feel okay?

→ How are you feeling? Fill me in on what's been going on.

4. Why did you get a C on this test?

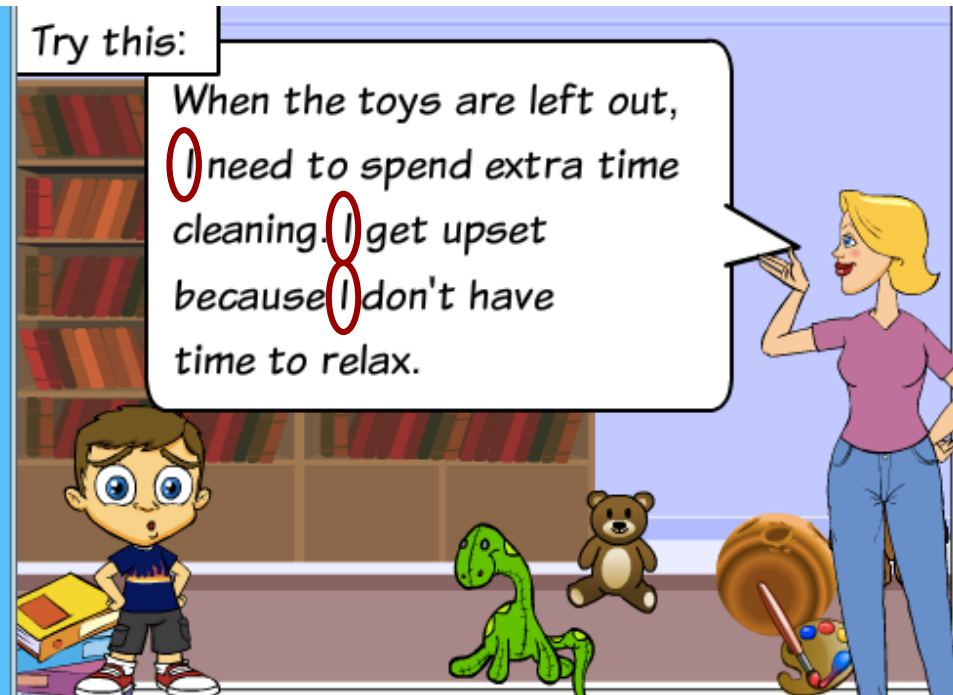
→ What made this test so difficult for you?



# What's the difference?



# What's the difference?



用I-statement 更好地表达我们的情绪和需求。



# The Magic of I Statements

## “You” Statements

- You Statements focus blame on your child’s actions/feelings
  - Often make the other person feel judged
  - May make your child withdraw or become defensive

## “I” Statements

- I Statements focus on how you are thinking or feeling in a situation
  - Allow you to be honest and communicate openly
  - Will help your child understand your point of view

## "I" STATEMENT



- **I feel** disappointed **when** you lie to me **because** it makes it hard to trust what you say. **I want** us both to be able to trust one another.
- **I feel** upset **when** you curse at me **because** those words are very hurtful. **I would like** for us to find less hurtful ways for you to express when you are angry.
- **When** you are texting at the dinner table, **I feel** ignored. **It is important to me** that we spend time together at dinner without technology.

# I Statement Examples



- "I **feel** sad **when** I give you food and you say "yuck" **because** I tried my best to prepare dinner for you. **I hope we can** find a different way to let me know when you don't like the food." 当我给你饭菜你却说‘呸’，这让我感到难过，因为我很用心地为你准备了晚餐。我希望当你不喜欢饭菜的时候可以换种方式告诉我。
- I **feel** nervous **when** I see you waving your toy close to your little sister/brother **because** the baby could get hurt and **I know** you wouldn't like that to happen" (reassurance of trust). 当我看到你在你小妹妹边上挥舞玩具时我感到很紧张，因为小朋友可能会受伤，我知道你也不希望发生这种情况"

# I Statement Examples



- **I feel** disappointed **when** you lie to me **because** it makes it hard to trust what you say. **I want** us both to be able to trust one another. 当你对我撒谎时，**我感到**很失望，**因为**这让我很难相信你说的话。**我希望**我们都能够相互信任。
- **I feel** upset **when** you curse at me **because** those words are very hurtful. **I would like** for us to find less hurtful ways for you to express when you are angry. 当你骂我时，**我感到**很沮丧，**因为**那些话很伤人。**我希望**我们找到没那么伤人的方式让你表达你的生气。
- **When** you are texting at the dinner table, **I feel** ignored. **It is important to me** that we spend time together at dinner without technology. 当你吃饭发短信时，**我感到**被忽视了。对我来说，我们一起专心的共进晚餐很重要。

## “I” Statement or NOT?

- “I feel like you don’t appreciate all I do around the house!”
- “I feel you are always mean to me!”
- “I feel things are not fair at home! You are always nicer to my brother.”



# TIPS

1. GIVE TO GET – start with a positive statement that shows you are trying to understand them
  - “我知道你最近压力很大，你每天都很努力xxx。你不想我来烦你。我注意到... 我有些担心你... 你能和我说说么”
2. Listen (nonverbal and verbal)
3. Paraphrase 倾听和复述, 表达你在尝试了解孩子
4. USE “I” STATEMENTS. 用我字句，表达你的情绪和期望
5. Brain storm together. Have a few solutions (compromises) in mind 使用头脑风暴，共同制定策略（下周）

# Summary

- **Active Listening:** Use active listening (verbal and non-verbal) skills and paraphrasing to show you are focused on your child and care about what they have to say.
- **Asking Effective Questions:** Use open-ended questions to facilitate conversation and help your child explain what they are thinking or feeling.
- **I Statements:** Use I statements to convey your feelings about a situation rather than place blame on your child.

# Reflection and Homework

- Something new you learned today? Something you found really helpful?
- Use the skills you learned today in the next week. We will share next time which skills you used with your child



## 练习

Integrate all of the skills we've learned today

Child: Dad, I got a B in AP history. It is really hard. Can I drop that class and take a regular class?

Dad: No, you can't. You are just being lazy. If you studied more you could get As. We immigrated here so that you could have a good education. I would have a much better life in Asia, if not for you.

What is the problem of this Dad's answer?

How would you respond instead?

# THINK 三思而后言

- **T**True            真实（不夸大）
  - “You never listen to me.” “You are always lazy”
- **H**elpful        有帮助
- **I**nspirational 鼓舞人心
- **N**ecessary     有必要
- **K**ind            友好