

Understanding Dysfunctionality

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Program Outline

- **Define Dysfunctionality**
- **Causes & Effects of Dysfunctionality**
- **How to Recognize Dysfunctionality**
- **Methods to Overcome Dysfunctionality**

Definition of Dysfunction

“Impaired or abnormal functioning”

Causes of Dysfunctionality

- **Individual Personal Constructs**
- **Individual Traits**
- **Individual Attitudes**
- **Individual Behavior**
- **Poor Communications**

Effects of Dysfunctionality

- **Depression**
- **Anger**
- **Poor communication**
- **Conflicting relationships**
- **Physical abuse**
- **Mental abuse**

Definition of Conflict

Conflict is the Interaction of Interdependent people who perceive Incompatible Goals and interference from each other in achieving those goals.

Types of Conflict

- **Realistic**
 - § Conflicts based in disagreements over the means to an end or over the ends themselves.

- **Non-Realistic**
 - § Conflicts expressed as aggression in which the sole end is to defeat or hurt the other.

Issues that Could Lead to Conflict

- **Situation usually is Tense and Threatening**

- **Participants experience a great deal of Uncertainty**

- **Situation is usually Fragile**

Personal Construct Theory

Human behavior is shaped by the way people anticipate the future.

People anticipate events by the meanings or interpretations that they place on those events.

Personal Construct

People look at their world through templates that they create and then attempt to fit them over the realities of the world.

Affective Personality Types

- **Popular Sanguine**
 - **The Extrovert**
 - **The Talker**
 - **The Optimist**
- **Powerful Choleric**
 - **The Extrovert**
 - **The Doer**
 - **The Optimist**
- **Perfect Melancholy**
 - **The Introvert**
 - **The Thinker**
 - **The Pessimist**
- **Peaceful Phlegmatic**
 - **The Introvert**
 - **The Watcher**
 - **The Pessimist**

Human Behavior

Behavior is a direct result of what people *assume*, *value*, or *believe* in.

Relationships

Understanding the cause-and-effect relationship between the invisible and visible dimensions of Individuals is essential to an understanding of Interpersonal relationships.

Empathetic Communications

“Seek First to Understand,
Then to be Understood”

Stephen R. Covey, The 7 Habits of Highly Effective People

Differences in Men & Women

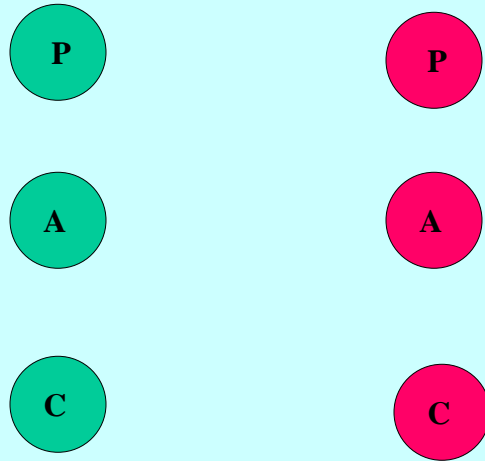
Woman say:	Men Respond:
“We never go out.”	“That’s not true. We went out last week.”
“Everyone ignores me.”	“I’m sure some people notice you.”
“I am so tired, I can’t do anything.”	“That’s ridiculous. You are not helpless.”
“I want to forget everything.”	“If you don’t like your job, then quit.”
“The house is always a mess.”	“It’s not always a mess.”

Differences in Men & Women

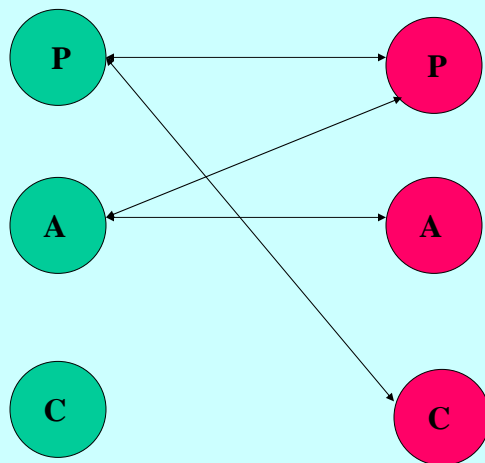
Woman say:	Men Respond:
“No one listens to me anymore.”	“But I am listening to you right now.”
“Nothing is working.”	“Are you saying it is my fault?”
“You don’t love me anymore.”	“Of course I do. That’s why I’m here.”
“We are always in a hurry.”	“We are not. Friday we were relaxed.”
“I want more romance.”	“Are you saying I am not romantic?”

John Gray, Ph.D. Men are from Mars, Women are from Venus

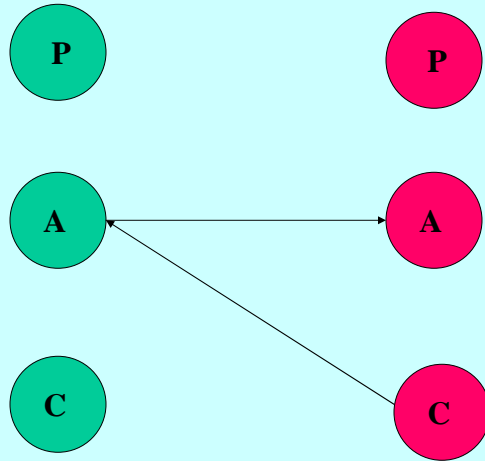
Transactional Analysis



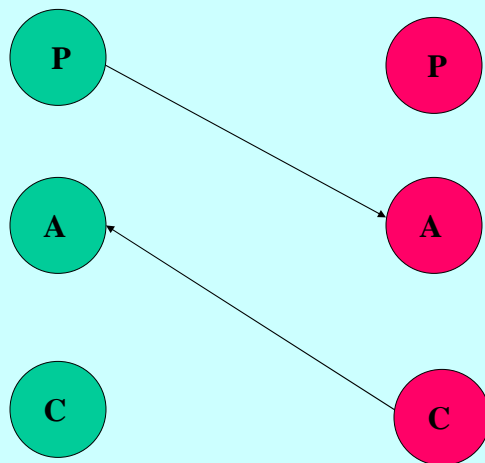
Appropriate Communication



Dysfunctional Communication



Dysfunctional Communication



Methods to Overcome Dysfunctionality

- Patience
- Active Listening
- Understand Individuals' Needs
- Understand Individuals' Communication Styles
- Create new Constructs
- Maintain Emotions

