

تَحْمَدُاللهَ الْعَلِيِّ الْعَظِيمِ وَ نُصَلِّي عَلَى رَسُولِهِ الْكَرِيمِ

اعوذ بالله من الشيطان الرجيم  
بسم الله الرحمن الرحيم

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## Seminar Topics for January 2016

- Effective Communication – Jan 01
- Conflict Resolution – Jan 08
- Anger Management – Jan 15
- Dealing with Peer Pressure and Stress – Jan 22

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## Peaceful Families Peaceful Lives

Part 1  
*Effective Communication*

By  
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at  
MAC Centre – Rahma Masjid  
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## A Principal of Communication in the Holy Qur'an

وَقُلْ لِعِبَادِي يَقُولُوا الَّتِي هِيَ أَحْسَنُ إِنَّ الشَّيْطَانَ يَنْزِعُ بَيْنَهُمْ إِنَّ الشَّيْطَانَ كَانَ لِلْإِنْسَانِ عَدُوًّا مُّبِينًا (سورة الإسراء ، ٥٣)

And say to My servants that they should (only) say those words that are the best (because) *Shaitan* verily sows disagreements among them, Surely, *Shaitan* is to man a clear enemy. (17:53)

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## Communication ?

- Exchange of Information – thoughts and feelings
- Verbal Non-verbal Written
- Essential tool in establishing human relationship
- Effective communication leads to:
  - Meaningful and healthy relationships
  - Better Conflict Resolution
  - Peaceful Co-existence
  - Supportive Environment

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Your 14 years old daughter has been spending long hours on her cell phone. Every time it rings, she runs to her bedroom and closes the door behind her. You have become very concerned about her. What would you say to her?

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Early in the morning You receive a call from your son's school while you are busy working in your office. The principal informs you that your son has been skipping school and that he has not been in any of his classes today.

While looking at the Master Card Bill, your husband looks at you questioningly and says, "The Master Card bill is \$2700."

Your 15 years old daughter comes to you and says:  
*"Everyone in my class is going on this field trip. Only I am not allowed to go with them. I am not allowed to go anywhere except with you guys to your stupid parties. Why do you even send me to school?"*

### Common Barriers in Communication

- Ordering – Directing
- Threatening – Promising
- Moralizing – Preaching – Lecturing
- Advising – Giving Solutions
- Giving Logical Arguments
- Judging – Criticizing – Blaming

### Common Barriers in Communication

- Praising – Agreeing
- Shaming – Ridiculing – Insulting
- Interpreting – Analyzing – Diagnosing
- Reassuring – Sympathizing – Consoling
- Questioning – Interrogating – Probing
- Distracting – Diverting – Humoring – Trivializing

### Common Barriers in Communication

SECRETS

It has been estimated that people use these responses 90% of the time when they are communicating or discussing about something.

- ### Why do we Argue?
- Because we believe we are right and the other person is wrong
  - Because we assume the intention of the other person to be bad
  - Because we get preoccupied with who is to blame

- ### Emotions and Communication
- Anger
  - Frustration and Helplessness
  - Guilt and Shame
  - Sadness and Grief
  - Hopelessness
  - Excitement
- Communication will be ineffective until the emotions have been acknowledged, validated and dealt with.

- ### Key Elements of Effective Communication
- #### Listening
- Listening for many people is simply the gap between speaking and preparing to speak again.
  - Listening makes huge emotional deposits with the other person, which begins to build trust.
  - People need to be understood. It is a fundamental human desire, second only to the instinct of survival. (Maslow)
  - Seek first to understand, and then to be understood. (Convoy)

- ### Six different levels of listening
- Peripheral
  - Ignoring
  - Pretending
  - Selective
  - Attentive
  - Empathic

- ### Listening and Acknowledging Skills
- Face the person
  - Look at the person
  - Hear what the person says nonjudgmentally
  - Notice the facial expression, body language and emotions
  - What does the non-verbal message say?
  - Mirror thoughts and feelings
  - Empathize

## Key Elements of Effective Communication

### Responding

- Face the person
- Look at the person
- Mirror his/her thoughts and feelings first
- Empathize - Reflect feelings
- Express your thoughts and feelings precisely and clearly
- Notice if the person understood you. Ask, and repeat yourself if necessary

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## Our Prophet's ﷺ Manners of Communication

- He gave his full attention to whoever talked to him
- He turned his whole body to the person who spoke to him rather than just turning his face towards him
- He did not interrupt others
- He only spoke when necessary
- He spoke with a smile on his face
- He spoke slowly without mixing up the topics
- He spoke in short meaningful sentences
- He would say important things three times to ensure that people understood him.
- He did not put any one down

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## Principles of Communication Drawn from Our Beloved Prophet's Manners

- Be Attentive
- Show Interest
- Listen Carefully
- Don't Interrupt
- Be Pleasant
- Speak Only When Necessary
- Speak in Short Meaningful Sentences
- Stay on the Topic
- Make Sure You are Understood
- Don't Criticize, Judge, Insult or be Disrespectful

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Questions ???

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### Contact

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Or Visit  
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And gives us your feedback

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