Family Systems and Communication Patterns

Alberta Business Family Institute
Shauna Feth, FEA and Val Monk, Ph.D
FEX – Xchanging Generational Wisdom
Family Systems and Communication Patterns

Helping business families succeed for generations to come

Presented by: Val Monk and Shauna Feth

Behavior
Coping
Feelings about Feelings
Feelings
Perceptions
Expectations
Yearnings
SELF – I AM
What percentage of an iceberg is visible above the water line?

Virginia Satir developed universal models that made external ‘pictures’ of our internal processes

Intention

- Internal Assessment (Personal GPS)
- Self Discovery and Personal Awareness
- Validation
- Problem Solving
- Clarify root cause of alignment / misalignment
- Gives words to our internal process
What others say about the ICEBERG PROCESS...

“It was like getting a weight off my shoulders.”

“I felt a lot of validation.”

“It helped me become more connected to others.”

“The ICEBERG changed the way I had viewed my parents and myself.”

“When I identified my yearning I was able to accept myself.”

What others say about the ICEBERG PROCESS...

“The process presented a way to ask myself questions that I wouldn’t normally ask myself.”

“It brought about new patterns for me because I gained more understanding about how I am in the moment and then let it go.”

“Getting a better understanding about our subconscious motives, actions and beliefs brings clarity and understanding about why I feel the way I do, and what I can do about it.”

“Powerful to become more aware of what’s happening behind the behavior.”
Your personal ICEBERG is always:

• ROLE SPECIFIC
• SITUATION SPECIFIC

In business families there are 7 potential territories that determine our role and perspective.
7 Territories in Family Owned Business

1. family members who do not own shares and do not work in the business
2. owners who are not in the family and do not work in the business
3. employees who do not own shares and are not in the family
4. family members who own shares but don’t work in the business
5. owners who work in the business but are not family members
6. family members who work in the business and do not own shares
7. family members who own shares and work in the business
Well, look at this!
Memo #36 in the “It’s Time We Get Something in Writing, Dad” series.

Dances with Stances

<table>
<thead>
<tr>
<th>Term</th>
<th>Self</th>
<th>Other</th>
<th>Context</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLACATE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BLAME</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUPER LOGICAL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IRRELEVANT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CONGRUENT</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Dive Right In…

Think about a specific FB situation when:

- as family member, owner or business leader you were experiencing stress and distress.
- as a family member, owner or business leader you were experiencing confidence and connection.

Would you like to know more?
Our SELF is the essence of who we are meant to be. It is our life force, spirit, soul, and the core of our being.
**Yearnings**

Yearnings are universal longings and motivators for wholeness, closeness, validation and intimacy.

**Love**  **Acceptance**  **Happiness**  **Peace**

**Expectations**

Expectations are the specific way in which we picture having our yearnings met. Expectations are at 3 levels:

- Of SELF
- Of OTHERS
- From OTHERS

Expectations will be met or unmet. Our work is to let go of unmet expectations.
PERCEPTIONS
Beliefs, attitudes, assumptions, meaning, interpretations and stories are formed from a limited basis of information.
We make meaning out of what fits our beliefs at that time.
Decisions and behavior are based on those interpretations.

FEELINGS
We can choose feelings and how we react or respond. Feelings can control us or we can regulate our feelings. Feelings can be influenced by past experiences.
Therefore we tend to react automatically to external triggers, then opt for a coping stance.
Instead, we can use feelings as a barometer to manage and enjoy being in charge of our response.
FEELINGS ABOUT FEELINGS

Feelings about Feelings are judgements related to rules that we grow up with.

• I feel angry
• I grew up knowing that it was unacceptable to show anger. “I should never be angry.”
• I am not OK because I feel anger.
• Therefore... I am feeling guilty about feeling angry.
• So... I will disguise this through a coping stance

COPING

• Placate
• Blame
• Super Logical
• Irrelevant

Coping is connected to seeking acceptance and validation.

It is a dysfunctional solution to a deeper level of internal conflict.
Behavior

BEHAVIOR
This is what we show to the world.
It is one-tenth of our entire being.
Our behavior is the observable coping process of our complex internal process.

Connecting
Goals for Me

I want to love you without clutching
Appreciate you without judging
Invite you without demanding
Leave you without guilt
Criticize you without blaming
And help you without insulting
If I can have the same from you...
Then we can truly meet and enrich each other

Virginia Satir

Questions?

The Alberta Business Family Institute
Val Monk, Executive Professor
Shauna Feth, Executive Director