

BASED ON 20 YEARS OF PROFESSIONAL COACHING EXPERIENCE

How to Communicate Effectively with Highly Sensitive People



PRESTON NI
COMMUNICATION COACHING

Also by Preston C. Ni

How to Communicate Effectively and Handle Difficult People, 2nd Edition

Are You Highly Sensitive? How to Gain Immunity, Peace, and Self-Mastery

How to Let Go of Negative Thoughts and Emotions

How to Successfully Handle Manipulative People

How to Successfully Handle Passive-Aggressive People

A Practical Guide for Passive-Aggressives to Change Towards the Higher Self

How to Successfully Handle Narcissists

A Practical Guide for Narcissists to Change Towards the Higher Self

How to Successfully Handle Aggressive, Intimidating, and Controlling People

Are You Too Nice? How to Gain Appreciation and Respect

How to Reduce Anxiety and Increase Certainty in Difficult Situations

Seven Keys to Long-Term Relationship Success

For more information or to purchase, visit www.nipreston.com/publications.

Preston Ni is available as a presenter, workshop instructor, course designer, and private coach. For more information, write to commsuccess@nipreston.com, or visit www.nipreston.com.

Copyright © 2017 Preston C. Ni. All rights reserved worldwide.

No part of this document shall be reproduced in any form whatsoever, stored in a retrieval system, broadcasted, transmitted, or translated into any kind of language, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express prior written permission from the author.

No responsibility for the loss occasioned to any person acting or refraining from action as a result of the material in this publication can be accepted by the author or publisher.

No patent liability is assumed with respect to the use of the information contained herein. The author and publisher assume no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from the use of information contained herein.

Table of Contents

Introduction	4
Twenty-Four Signs of a Highly Sensitive Person	5
Ten Keys to Dealing with Highly Sensitive People in Difficult Situations	9
Four Characteristics of Ineffective Communication That Trigger High Sensitivity	25
Four Characteristics of Effective Communication with Highly Sensitive People	32
How to Say “No” to Highly Sensitive People Diplomatically	41
Appendix A: How to Relate to Highly Sensitive People as Romantic Partner, Family, Friends, Co-Workers, Manager, and Customers	43
Appendix B: Seven Keys to Long-Term Relationship Success	49
Select Bibliography	65

Introduction

Most of us encounter highly sensitive people in our lives. We may be challenged by a frequently triggered person at home or at work. It's not easy when relationship dynamics are complicated by heightened sensitivities. What are some of the keys to handling these situations? This book contains communication skills and strategies to help you lower a person's sensitivity, increase cooperation, affect problem-solving, and improve relationships.

The power of effective communication is one of the most important skills we can master to achieve personal and professional success. From the perspective of dealing with highly sensitive people, this book will show you how.

Twenty-Four Signs of a Highly Sensitive Person

High sensitivity can be defined as acute physical, mental, and emotional responses to external (social, environmental) or internal (intra-personal) stimuli. A highly sensitive person may be an introvert, an extrovert, or a combination of both.

Although there are many positive attributes to being a sensitive person (such as greater empathy, intuitiveness, appreciativeness, etc.), in this writing we will focus on aspects of high sensitivity which adversely affect one's health, happiness and success, and often complicate relationships. Below are twenty-four signs of a highly sensitive person. These traits are organized into three major categories: Sensitivity About Oneself, Sensitivity About Others, and Sensitivity About One's Environment.

While many people may experience some of these signs from time to time, a highly sensitive person will likely feel them more frequently, and process (over-process) them more deeply. Some individuals may be highly sensitive to just one or two stimuli, while others may be strongly affected by more on the list.

Category One: Sensitivity About Oneself

1. Often has difficulty letting go of negative thoughts and emotions.

2. Frequently feels physical symptoms (i.e. stress or headache) when something unpleasant happens during the day. May suffer from allergy symptoms.
3. Often has bad days that affect eating and/or sleeping habits in an unhealthy way, such as eating or sleeping too much or too little.
4. Often experiences tension or anxiety.
5. Tends to “beat oneself up” when falling short of own expectations.
6. Is afraid of rejection, even in relatively minor situations.
7. Compares self with others often (in physical, relational, social, work, financial, or other scenarios), and experiences unhappy feelings from negative social comparison.
8. Often feels anger or resentment about situations in life or in society which seems unjust, aggravating or simply annoying.

Category Two: Sensitivity About Others

9. Often thinks/worries about what others are thinking.
10. Tends to take things personally.
11. Finds it difficult, when triggered by relatively small unpleasantness with people, to just “let it go”.
12. Feels hurt easily.
13. Often hides negative feelings, believing they are too strong, turbulent, embarrassing or vulnerable to share. Keeps a lot of negative emotions inside.

There's more to this excerpt!

Get the entire book at www.nipreston.com.

Boost your communication success at www.nipreston.com with information on:

- Free resources, articles, and tips
- Private coaching and organizational training
- College courses
- Public workshops
- Information on other books, DVDs, and publications by Preston Ni

Questions and comments? E-mail commsuccess@nipreston.com



PRESTON NI
COMMUNICATION COACHING