



One word might be making you angry...

Do you know what the most common mistake is that many people make, which leads to feeling angry and resentful? It's one word - the most toxic, filthy word in the English language. It can quickly deteriorate relationships and lessen emotional intelligence rapidly. It's guaranteed to keep you up at night, make you see the worst in any situation and amplify disappointment and resentment faster than anything else... *drum roll...* the word is, **"WHY?"**

Why will "Why?" make you angrier, more critical and resentful?

Remember the last time someone asked you this question. It's likely you responded with one of the most common responses, such as: *"I don't know"*, a defensive justification (i.e. an excuse) or withdrew and wanted to run from that person as quickly as possible. This one word drives people crazy, literally. They feel criticised when asked it and the asker is usually doing so because they are disappointed, angry or resentful about a situation or behaviour. The effect of asking *"Why?"* is all about apportioning blame and shame. When we ask ourselves *"Why?"* the effect is often feeling disappointed in ourselves or really self-critical. Too much of this and the internal anger can easily explode outwards onto the people we love. 'Why' is a contentment and communication killer.

Swap Why for: what, when, where, who, tell me...

If you genuinely want to resolve an issue with someone these questions are far more likely to elicit a factual, less defensive response and they'll give you much more detailed information with which to work and resolve the problem. Countless families are now using this technique of swapping *"Why?"* for *"What happened...?"*, *"Tell me about..."*, etc. Try it for one week and you'll be amazed at how quickly anger dissipates, co-operation improves and communication deepens.

Bonus strategy ~ if you want to supercharge the results

If you want to problem solve faster than ever before and teach it to the people you love, ask more HOW questions. These will drive you to strategies faster than any other question. For example, if you're feeling angry, *"How would I like to feel right now?"* followed by, *"How could I achieve that feeling?"* will instantly kick the brain into finding a solution.

Bare Hands is run by allied health professionals committed to helping women embrace positive change by providing access to practical education. To find out more give us a call, email us or visit www.barehands.com.au.

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- ✓ **"Why?"** is the dirtiest, filthiest word in the English language
- ✓ **Why** triggers communication breakdowns, criticism and judgement
- ✓ **Ask:** what, who, when, where, tell me and **HOW** questions

"Anger is often a need not being expressed or giving someone else the responsibility of making us happy. Express your needs respectfully and stop the anger backfire"

R.Hibbins

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