

# Thanks for your participation!

From Portia Tung & Jenni Jepsen



[portia@agilefairytale.com](mailto:portia@agilefairytale.com) [jenni@agilefairytale.com](mailto:jenni@agilefairytale.com)

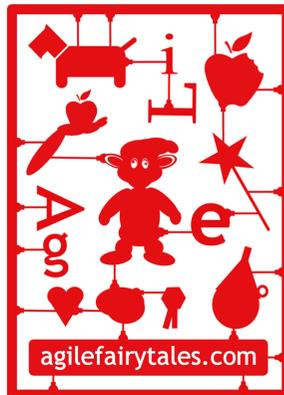


## The Emperor's New Clothes

Meaningful Interactions in Stressful Situations

By Portia Tung and Jenni Jepsen

*See the Emperor in all his glory! Which role do you play? We all interact with different types of characters in our daily lives which may lead to stressful situations. Together, we have learned how to communicate more effectively with others, especially at times of stress, by transforming our behaviour from incongruence to congruence. We have also learned to recognise incongruence by role-playing the 5 Coping Stances based on the Satir Model. We learned how to begin transforming our behaviour from one of incongruence to congruence by thinking about interactions in terms of Self, Other and Context.*



Enjoyed this session? Find out more at [www.agilefairytale.com](http://www.agilefairytale.com)



## What happens when we feel stressed?

We cope. The 5 Coping Stances represent the ways in which a person typically copes under stress caused by feeling threatened, pain or fear.

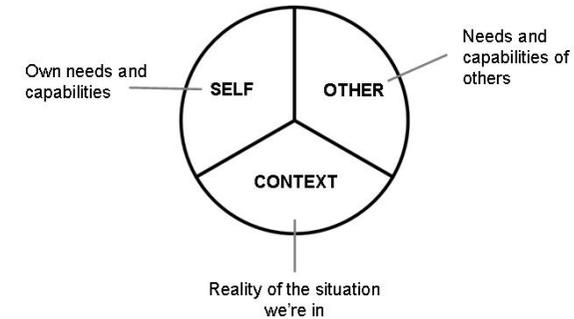


Stance	Characteristics
<b>Blaming</b> "I am everything. You are nothing."	Doesn't consider others. Builds self up by tearing others down. Openly criticises others. Show hostility.
<b>Placating</b> "I am nothing. You are everything."	Does what others want. Accommodating because doesn't believe in themselves. Promises what cannot be delivered. Always appears polite, but harbours hidden anger.
<b>Super-reasonable</b> "The context is everything. You and I are nothing."	Ignores themselves and others. Very rational, appears in control. Doesn't get emotional. Thinks they are always right. Hides behind "facts".
<b>Loving and Hating</b> "You and I are everything. The context is nothing."	Blinded by passion/hate for each other. Loving == favouritism. Hating == prejudice. Directs their response at each other solely. No consideration towards others.
<b>Irrelevant</b> "Nothing accounts for anything."	Clowns around. Tries to direct attention away from problems. Attention seeking. Finds it difficult to stay focused. Has lost hope in accomplishing goals.

The 5 Coping Stances all have one thing in common. They arise out of low self-esteem. We may adopt one or more of these stances consciously or unconsciously. Learning to recognise them helps us remember to regain our sense of balance during stressful interactions with others.

## What's the alternative to Coping?

**Congruence.** Congruence is a state of being and manifests itself in a balanced way of communicating with others. Being congruent means taking into account three factors at any time.



Being congruent requires us to:

- Mean what we say and think
- Appear on the outside as we feel on the inside
- Believe in having choices.

Behaviour	Characteristics
<b>Congruence</b> "I am self-aware, aware of others and the situation we're in."	Believes in what they say. Does what they say. Able to trust self and others. Willing to take risks and be vulnerable. Flexible and open to change and new ideas. Believes in having choices.

Unlike the 5 Coping Stances, being congruent requires high self-esteem.

### Where do the concepts come from?

The Satir Model, on which this tutorial is based, is made up of a number of constructs to realize each individual's potential for personal growth. This session will focus on two particular constructs from the model: the 5 Survival Stances and the sixth stance, Congruence. Jerry Weinberg refers to these stances as "Coping Stances."

### Further Reading

[Quality Software Management Vol.3 Congruent Action](#) by Gerald Weinberg  
[The Satir Model](#) by Virginia Satir  
[New Peoplemaking](#) by Virginia Satir