

SAY WHAT YOU MEAN: HEALTHY, SUPPORTIVE COMMUNICATION AMONG PRACTICE MEMBERS

INDIANA DENTAL ASSOCIATION

MIDWEST DENTAL ASSEMBLY

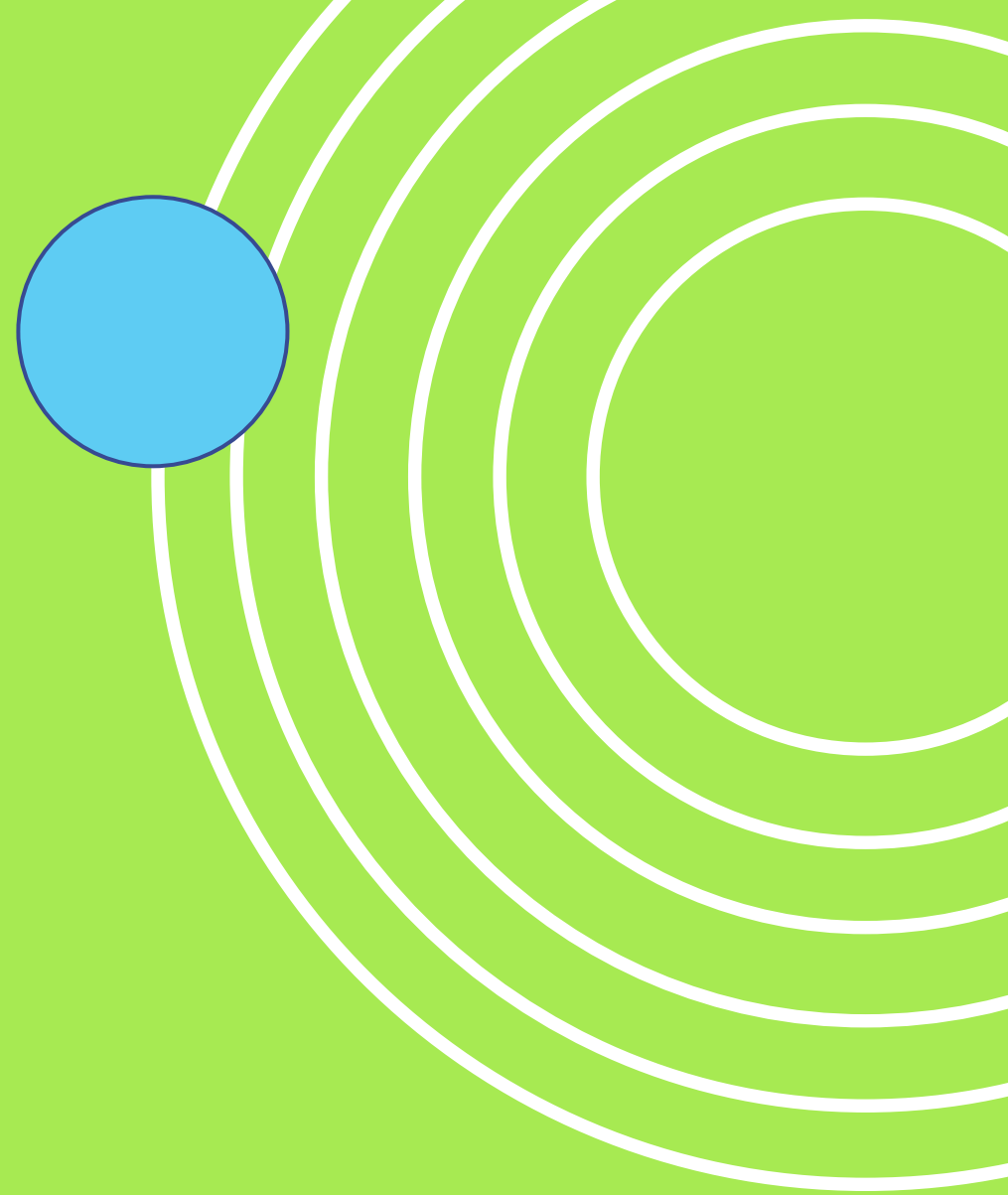
MAY 15, 2025

FACULTY DISCLOSURES

No disclosures.

LESLIE FLOWERS, NBC-HWC

www.leslieaflowers.com



Healthy Communication in the Dental Practice

Option #1: Fridays 12-1 pm ET, July 11, 18, and 25, 2025

Option #2: Saturdays, 9-10 am ET, July 12, 19, and 26, 2025

Healthy Communication in the Dental Practice is for all members of the dental practice to improve their relationships and express themselves effectively through healthy communication, respect, and understanding. The course offers practical skills to listen and speak authentically and compassionately.

Bringing Down Stress & Anxiety

Option #1: Fridays 12-1 pm ET, June 6, 13, 20, 2025

Option #2: Saturdays, 9-10 am ET, June 7, 14, 21, 2025

This course is for any member of the dental practice who would like to:

- Learn science-based tools (meditation, conscious breathing, movement) that relax the nervous system
- Live with more peace and calm
- Respond, rather than react, to stress
- Live more in the moment, without distractions
- Treat yourself and others with more empathy and greater listening.

Course fee is \$149 per person. Register at leslieaflowers.com/classes



MINDFULNESS BASED (MBSR) STRESS REDUCTION

Beginning September 25

8-SESSION MBSR CLASS | \$450*

THURSDAYS | SEPTEMBER 25 - NOVEMBER 13 | 6 - 8:30 PM

ORIENTATIONS: SEPTEMBER 11 OR 18 | 6 - 7:30 PM

Improve your
health and wellbeing!

BENEFITS OF THE PROGRAM

- Cultivate inner calm
- Keep events in perspective
- Bring awareness to our habits
- Create a sense of spaciousness in our lives
- Notice thoughts and their impact on body/stress
- Build up emotional and mental resilience for stressful times
- Live in the present moment
(not lost in anxiety about the past or future)

WHAT'S INCLUDED

- Guidance on body scan, walking meditation, mindful movement and sitting meditation
- Readings, hand-outs and other materials to support your practice
- Invitations for home practice on mindfulness (45 minutes/day)
- Group dialogue and mindful communication exercises to enhance awareness

MEET YOUR CO-FACILITATORS



P. SCOTT SWEET | 317.252.5518

SSweet@CenterPointCounseling.org
CenterPointCounseling.org

P. Scott Sweet is a LCSW, LCAC, and executive director at CenterPoint Counseling. He was trained at the Center for Mindfulness (UMass) and Mindfulness Center (Brown) and is a certified teacher of MBSR.



LESLIE FLOWERS | 317.381.1820

LeslieAFlowers@gmail.com
LeslieAFlowers.com

Leslie Flowers is also MBSR trained at the above respective institutions and is a board-certified health and wellness coach (Duke University).

ALL DAY SILENT RETREAT

Sunday, November 2 | 9 AM - 4 PM



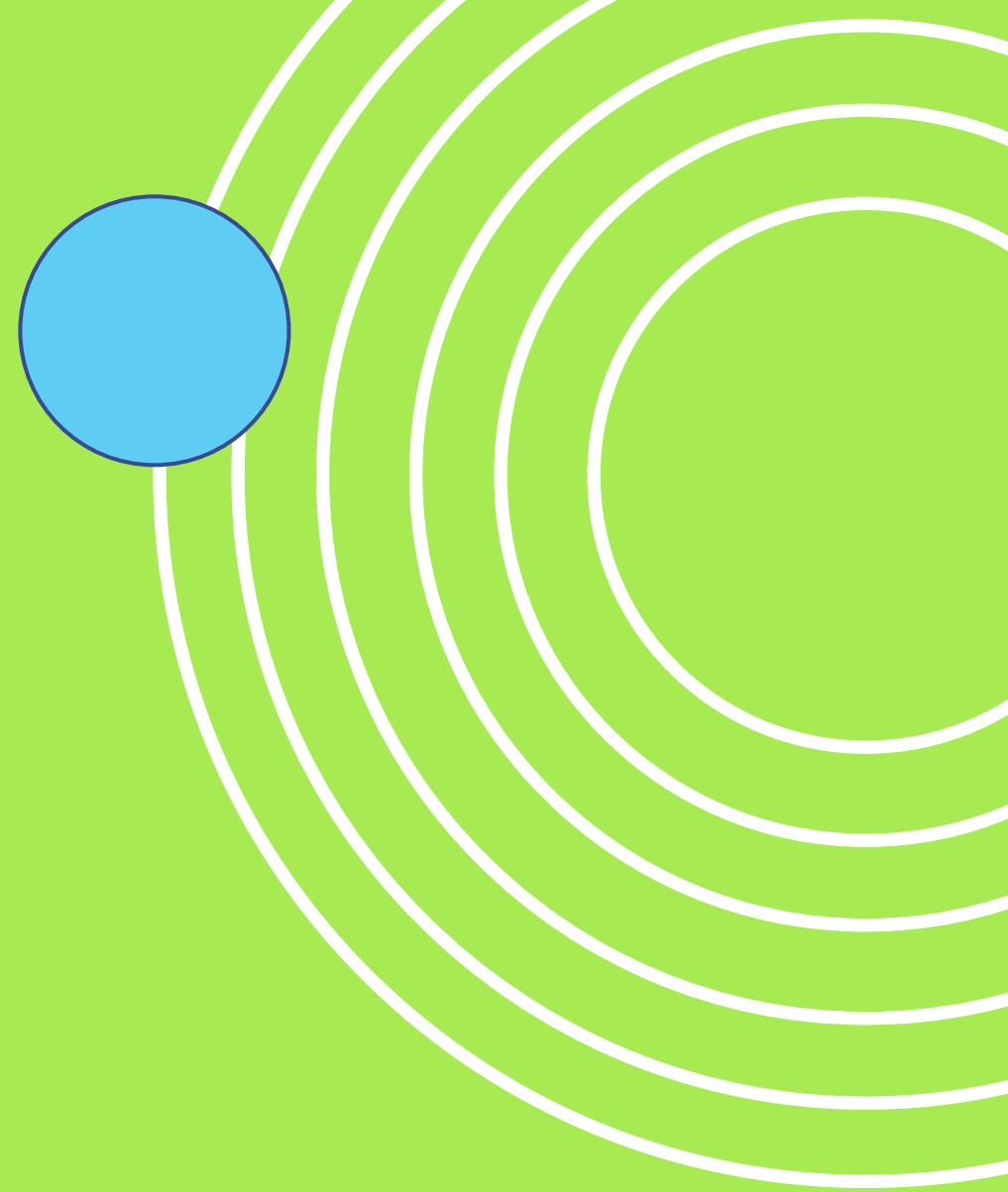
CenterPoint Counseling
MINDFULNESS PRACTICE CENTER

*Balance due one week prior to start date. Payment may be made with check, cash, or credit card. Scholarships available.

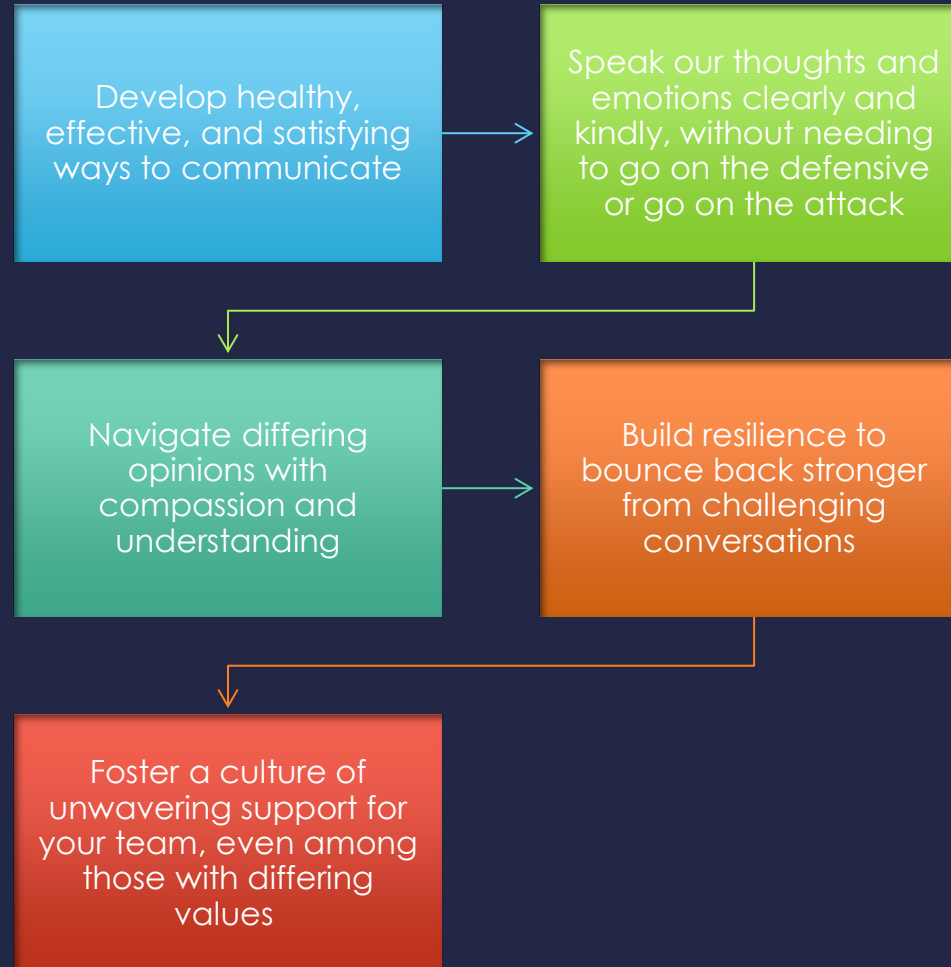
Second Presbyterian Church | 7700 N Meridian St | Indianapolis, IN 46260 | Visit CenterPointCounseling.org for more information.

SCOPE OF PRACTICE

- Healthcare journalist and national board-certified health and wellness coach
- Training and certification is in the science and practice of behavior change. I find these topics fascinating and thought you might, too!
- Although I am board certified and am the daughter of a periodontist, I did not follow in my Dad's footsteps as a licensed clinician.
- I am not giving medical advice nor treatment recommendations.
- If you have additional questions about the clinical, biological, or physiological material I present, I encourage you to pursue the many resources I provide.



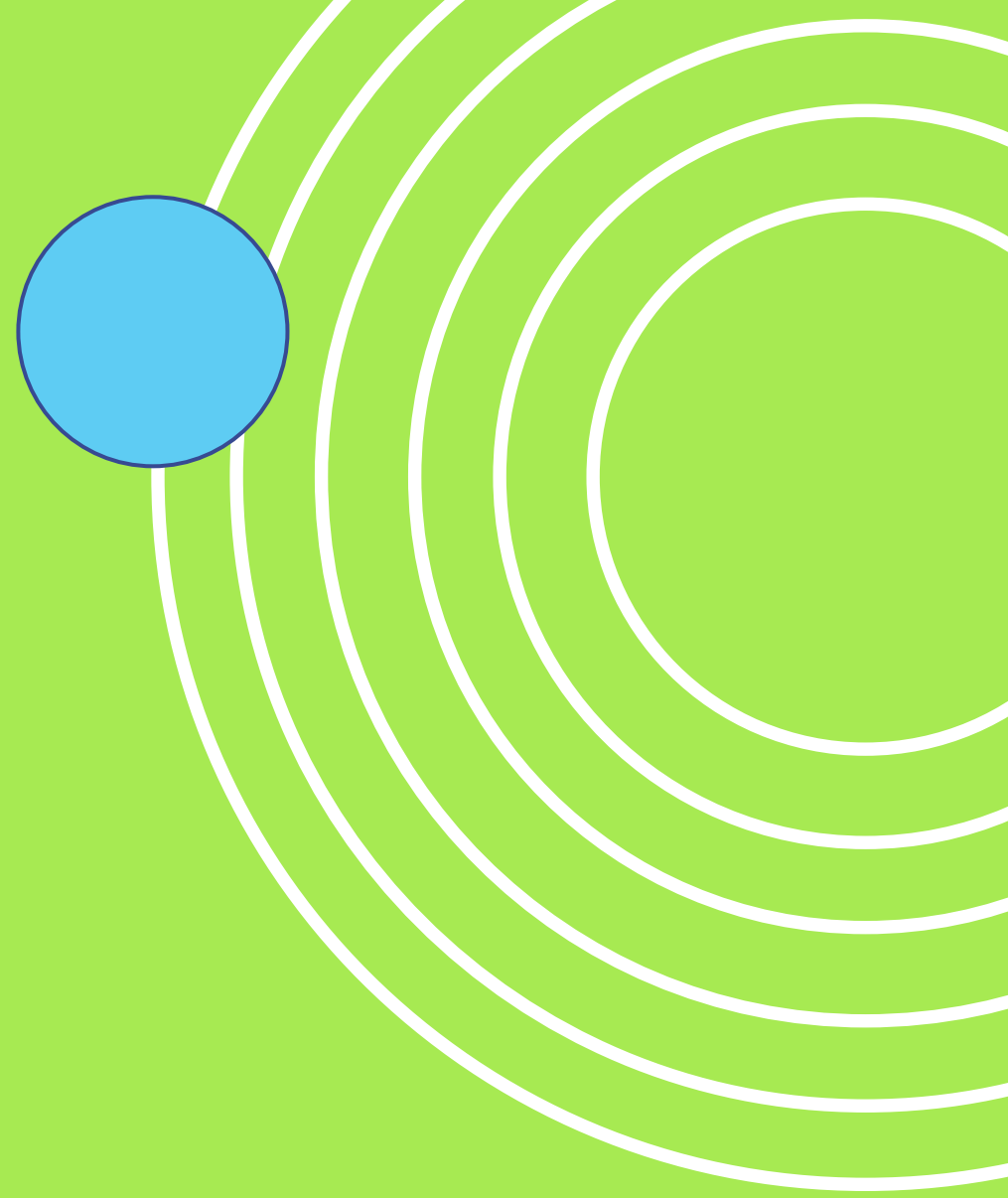
LEARNING OBJECTIVES



SCOPE OF PRACTICE

NOT GIVING MEDICAL ADVICE NOR TREATMENT
RECOMMENDATIONS.

IF YOU HAVE ADDITIONAL QUESTIONS ABOUT THE
CLINICAL, BIOLOGICAL, OR PHYSIOLOGICAL
MATERIAL I PRESENT, I ENCOURAGE YOU TO PURSUE
THE MANY RESOURCES I PROVIDE.



Leslie Flowers, NBC-HWC

National Board-Certified Health & Wellness Coach
Duke University Center for Integrative Medicine
Private Practice and Bend Health
Behavioral coach for national pediatric mental health provider

Mindfulness-Based Stress Reduction Teacher
Brown University Mindfulness Center
Healthy IU (Indiana University)

First Director of Student Wellness
Director of Communications + Wellness Advisor
Indiana University School of Dentistry

GRATITUDE



BE WELL SUBCOMMITTEE



INDIANA DENTAL ASSOCIATION



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DESIDERATA

Max Ehrmann

Healthy, Effective, and Empathic Communication



How to get invited to Thanksgiving 2025





SHARE AND PRACTICE HEALTHY
COMMUNICATION TOOLS

Healthy Communication Tools

- Transcend politics
- Allow for disagreements and growth from them
- Listen with attention and intention
- State feelings and needs effectively
- Build resilience among the medical practice team



Healthy Communication Tools

Why is this
important?



Healthy Communication Tools

“If we are to live more meaningful lives, and if we are to work together to meet the radical changes occurring on our planet, in our governments, economies, and the environment, we must learn how to hear one another and communicate more effectively.”



Oren Jay Sofer *Say What You Mean: A Mindful Approach to Nonviolent Communication*

Healthy Communication Tools

“When you have developed your capacity to speak wisely and listen well, you possess an inexhaustible resource with which to navigate and transform the world.”



Oren Jay Sofer *Say What You Mean: A Mindful Approach to Nonviolent Communication*

"If I had just one book to recommend about
interpersonal communication, it would be this one."
— RICK HANSON, PH.D.

say what you mean

a mindful approach to
nonviolent
communication

Oren Jay Sofer

how to find your voice, speak your truth & listen deeply

FOREWORD BY Joseph Goldstein



Oren Jay Sofer

If "violent" means acting in ways that result in hurt or harm, then much of how we communicate could indeed be called "violent" communication.

Nonviolent COMMUNICATION

A Language of Life

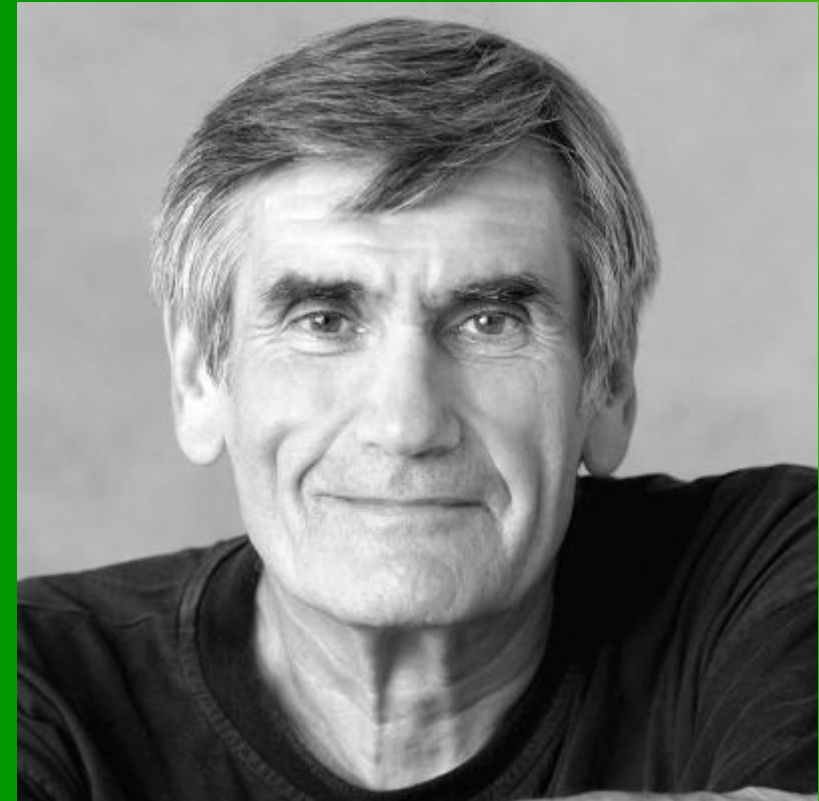


Words and the way we think matters.
Find common ground with anyone, anywhere,
at any time, both personally and professionally.

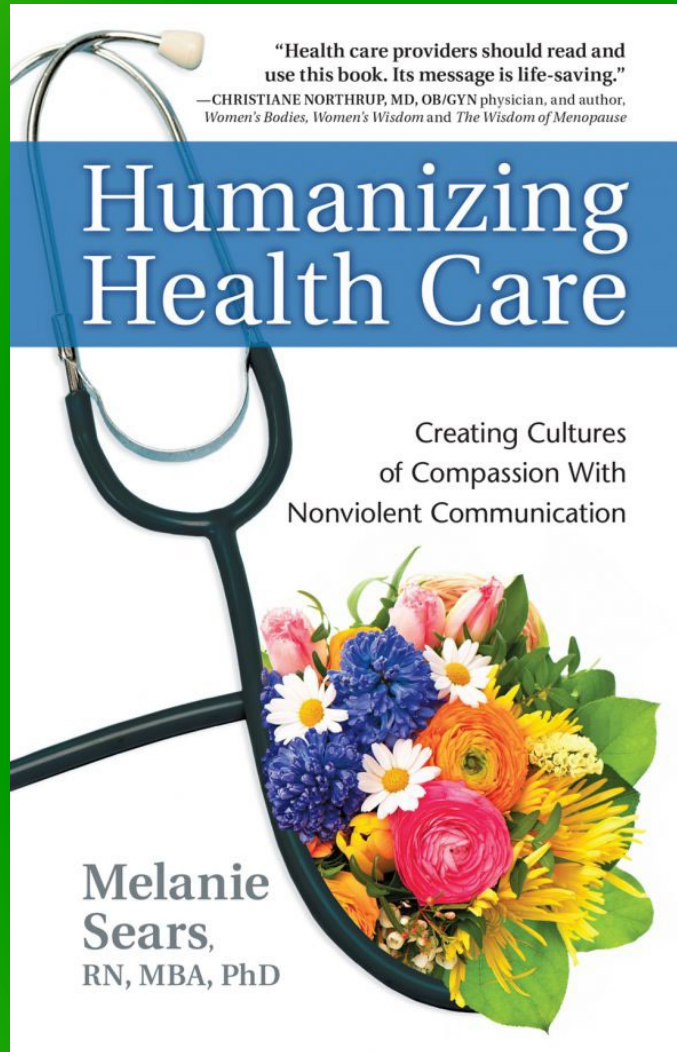
MARSHALL B. ROSENBERG, PhD

Foreword by **Deepak Chopra**

Endorsed by **Satya Nadella, Arun Gandhi, Tony Robbins,**
Marianne Williamson, John Gray, Jack Canfield, Dr. Thomas Gordon, and others



**Marshall B.
Rosenberg, PhD**



**Melanie Sears,
RN, MBA, PhD**

When do you feel heard?

**When do you feel your needs
matter?**

The Three Foundations of Effective Conversations



1. Lead with presence



2. Curiosity and Care INTENTION



3. Focus on what matters ATTENTION



Foundation #1

Lead with presence



PRESENCE

“The experience of being fully aware and sensing one's body in the present moment. It is the embodied awareness of our direct sensory, mental, and emotional experience.”



Lead with presence



Foundation #1: Connecting with Presence



Connecting with Presence

A photograph of a forest path, likely in autumn, with sunlight filtering through the trees, creating a misty and serene atmosphere. The path is narrow and leads into the distance, flanked by tall, slender trees. The ground is covered in fallen leaves and some green grass. The overall mood is peaceful and contemplative.

Pause and breathe

Oren Jay Sofer Say What You Mean: A Mindful Approach to Nonviolent Communication

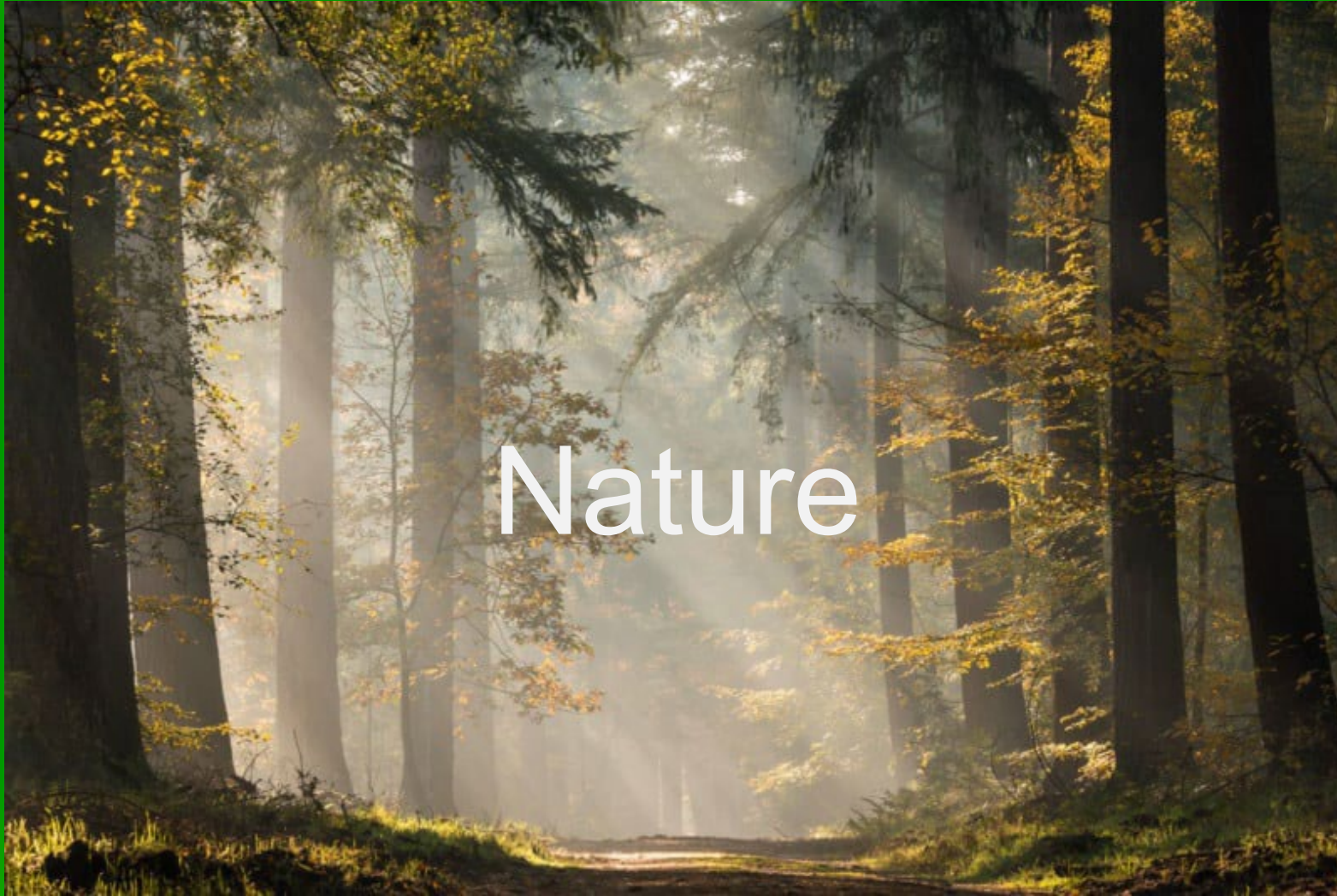
A photograph of a forest path, likely in autumn, with sunlight filtering through the trees, creating a misty and serene atmosphere. The path is narrow and leads into the distance, flanked by tall, slender trees. The ground is covered in fallen leaves and some green grass. The overall mood is peaceful and contemplative.

Slow your pace

A photograph of a misty forest path. Sunlight filters through the trees, creating a soft, ethereal glow. The path is narrow and leads into the distance, flanked by tall, slender trees. The foliage is a mix of green and yellow, suggesting autumn. The overall mood is peaceful and contemplative.

Support Your Tribe

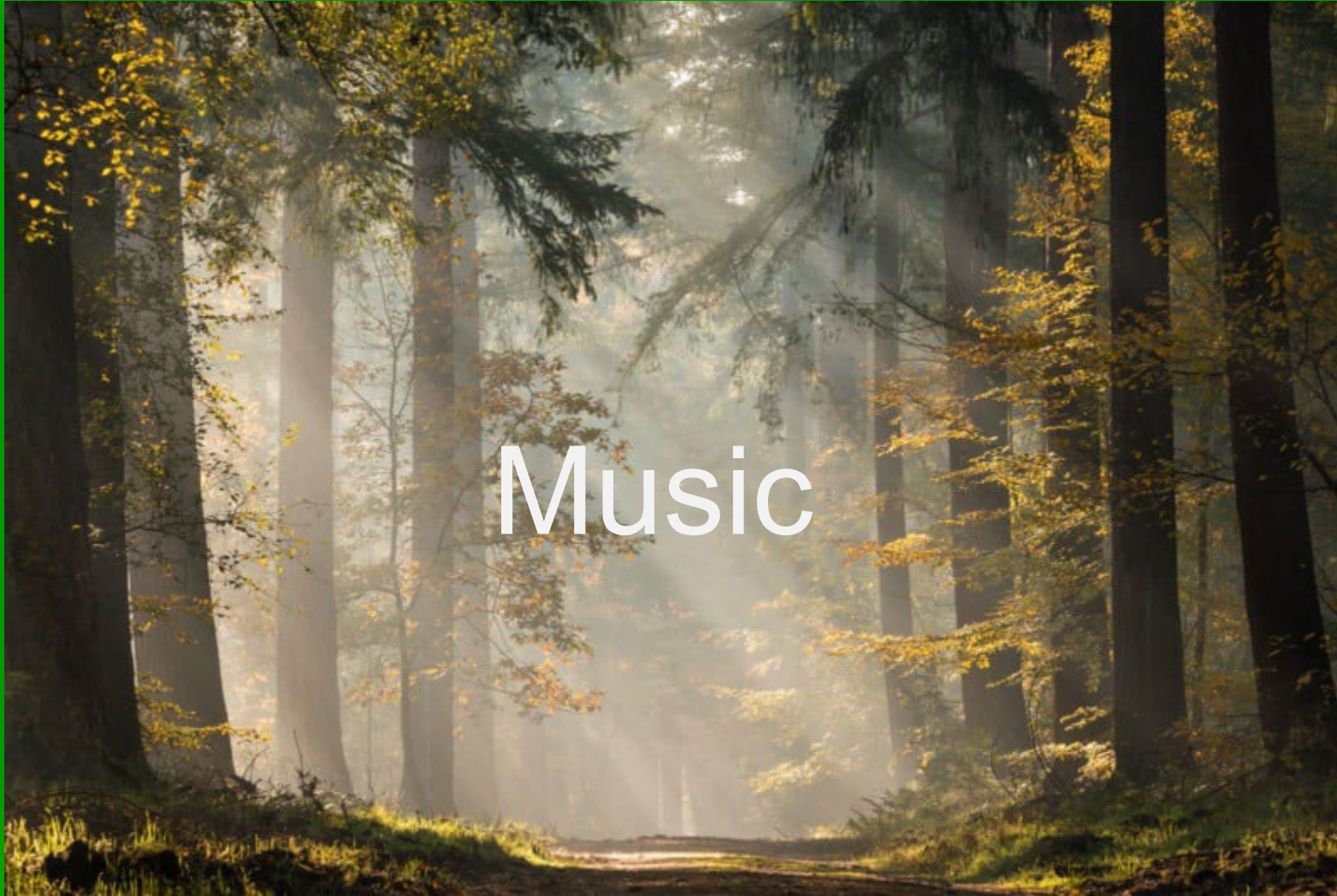
Oren Jay Sofer Say What You Mean: A Mindful Approach to Nonviolent Communication



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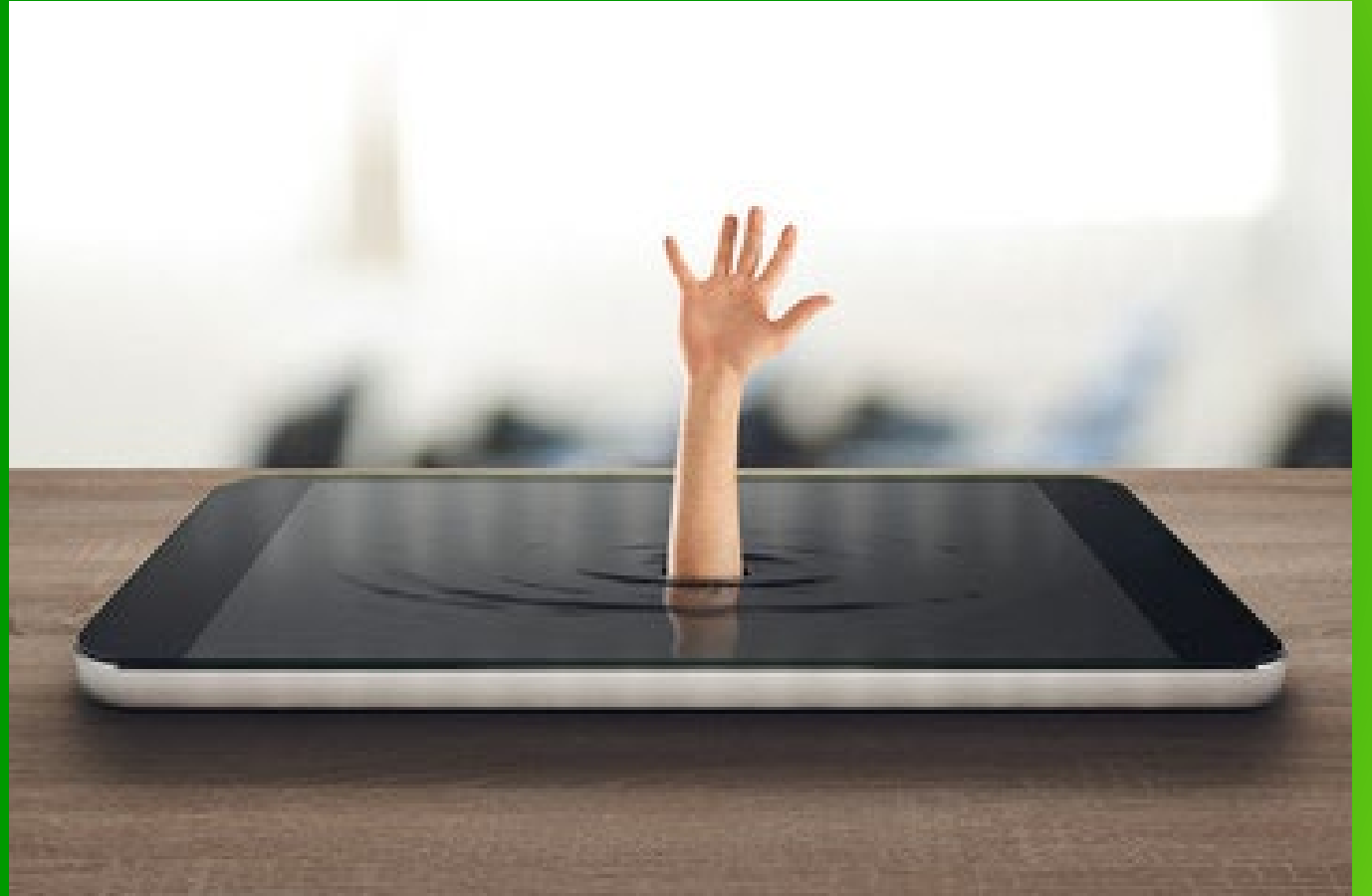
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Spirituality

Oren Jay Sofer Say What You Mean: A Mindful Approach to Nonviolent Communication

Disconnecting with Presence



Chronic Stress



H.A.L.T.

Hungry, Angry, Lonely, Tired

Chronic Fear and Anxiety



Tech Addiction





so



MUCH

Leslie Flowers Coaching and Mindfulness leslieflowers.com



NOISE

Leslie Flowers Coaching and Mindfulness leslieflowers.com

Feeling
threatened
or unsafe



Craving



Rushing



Impatience



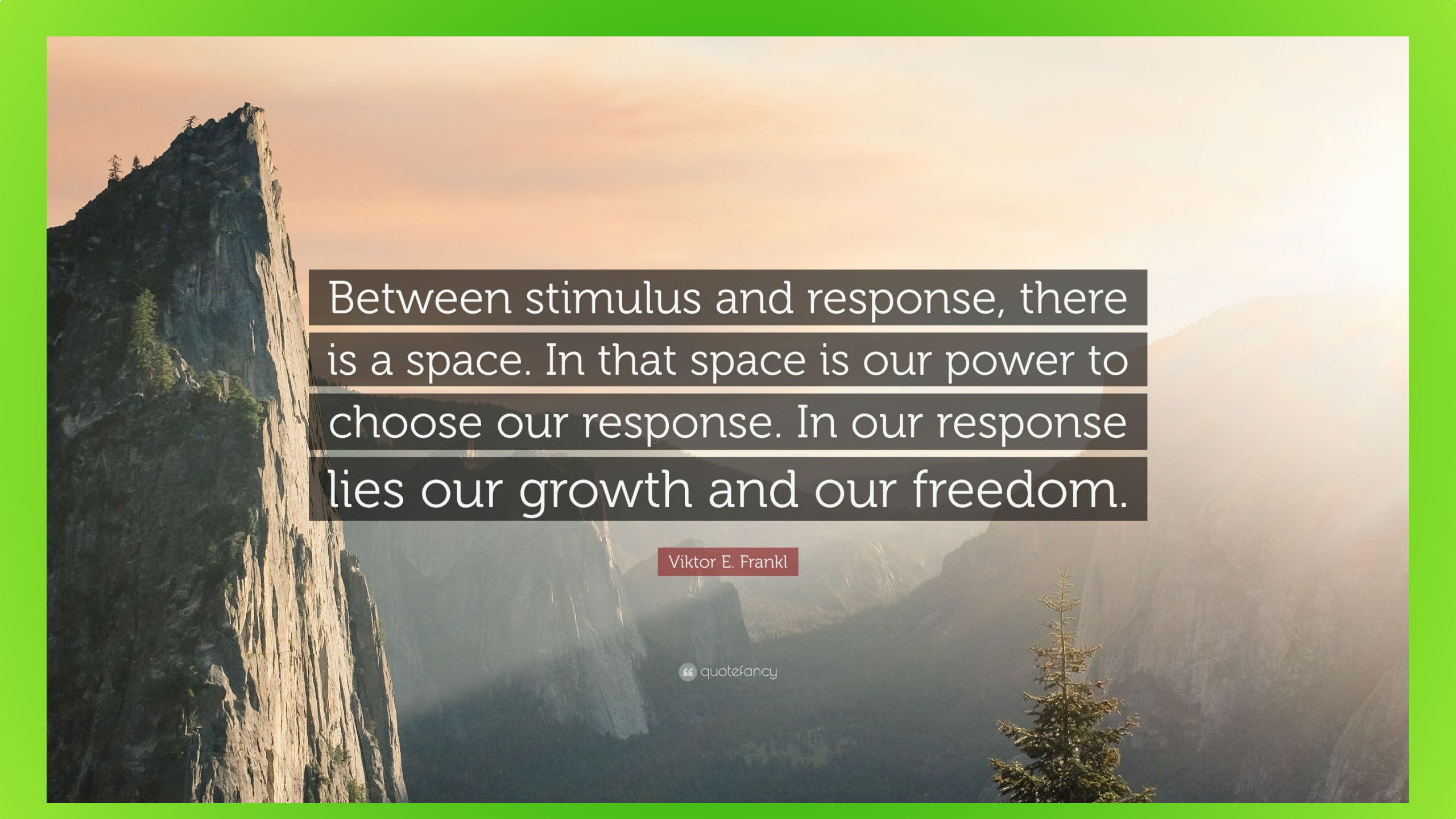
Mindfulness

“PAYING ATTENTION,
ON PURPOSE,
IN THE PRESENT,
NON-JUDGMENTALLY
TO THE UNFOLDING OF EXPERIENCE MOMENT BY MOMENT.”

JON KABAT-ZINN, PHD

Mindfulness

THE PAUSE



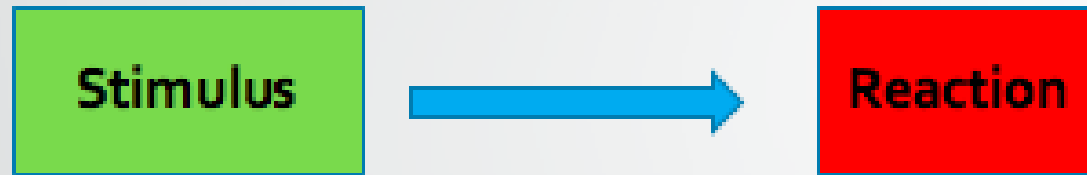
Between stimulus and response, there
is a space. In that space is our power to
choose our response. In our response
lies our growth and our freedom.

Viktor E. Frankl

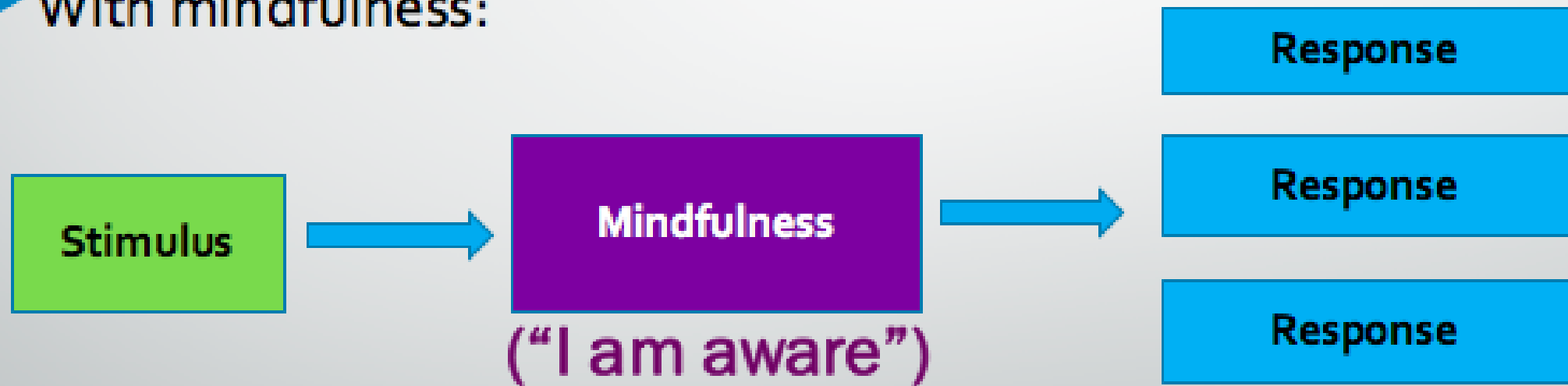
“ quotez fancy

HOW MINDFULNESS HELPS

- Without mindfulness:



- With mindfulness:



Presence in Conversations



Choice Points: Speaking or Listening?



Choice Points:

W.A.I.T.

- Why Am I Talking?
- What Am I Thinking?



Choice Points: Pause



Choice Points: Pace



The Three Foundations of Effective Conversations

1. Lead with Presence
2. Curiosity and Care



Foundation #2

Curiosity and Care INTENTION



***“INTENTION is the
motivation or inner quality
of the heart behind our
words and actions.”***



CURIOSITY Requires

- Interest in learning another's perspective
- Humility
- Patience



CARE Requires

- Goodwill
- Empathy
- Vulnerability
- Flexibility



What's not Curiosity and Care?

BLAME



Habitual or Unconscious Ways of Responding to Conflict



**Conflict
Avoidance:**
Attempting to
avoid addressing
conflict



**Competitive
Confrontation:**
Engaging directly
with aggression or
force



Passivity:

Yielding to conflict
by acquiescing,
giving up our own
needs, or
appeasing



Passive Aggression:
Engaging indirectly
by expressing
displeasure or
hostility while
pretending all is
well



The Three Foundations of Effective Conversations

1. Lead with Presence
2. Curiosity and Care
3. Focus on What Matters



Foundation #3



Focus on What Matters

Foundation #3



ATTENTION



The more we understand each other, the easier it is to find solutions and common ground.

PRACTICE

Troubling incident that happened recently

The Benefits of Conflict





Kintsugi

There is a
crack in
everything,

that's how
the light
gets in.

-Leonard Cohen

Nonviolent Communication

Philosophy and leadership technique, and system of communication that empowers individuals to achieve greater empathy for others by developing their own sense of their feelings and needs.



4 Steps to Nonviolent Communication

1.Observations

2.Feelings

3.Needs

4.Requests

Nonviolent Communication

1.Observations

Observations are facts.
Events/statements a video camera can
pick up.



Nonviolent Communication

2. Feelings

Express feelings clearly without blaming or analyzing others.



FEELING WORDS

I feel...

FEELING WORDS

Hurt

Scared

Sad

Excited

Happy

Irritated

Confused

Surprised

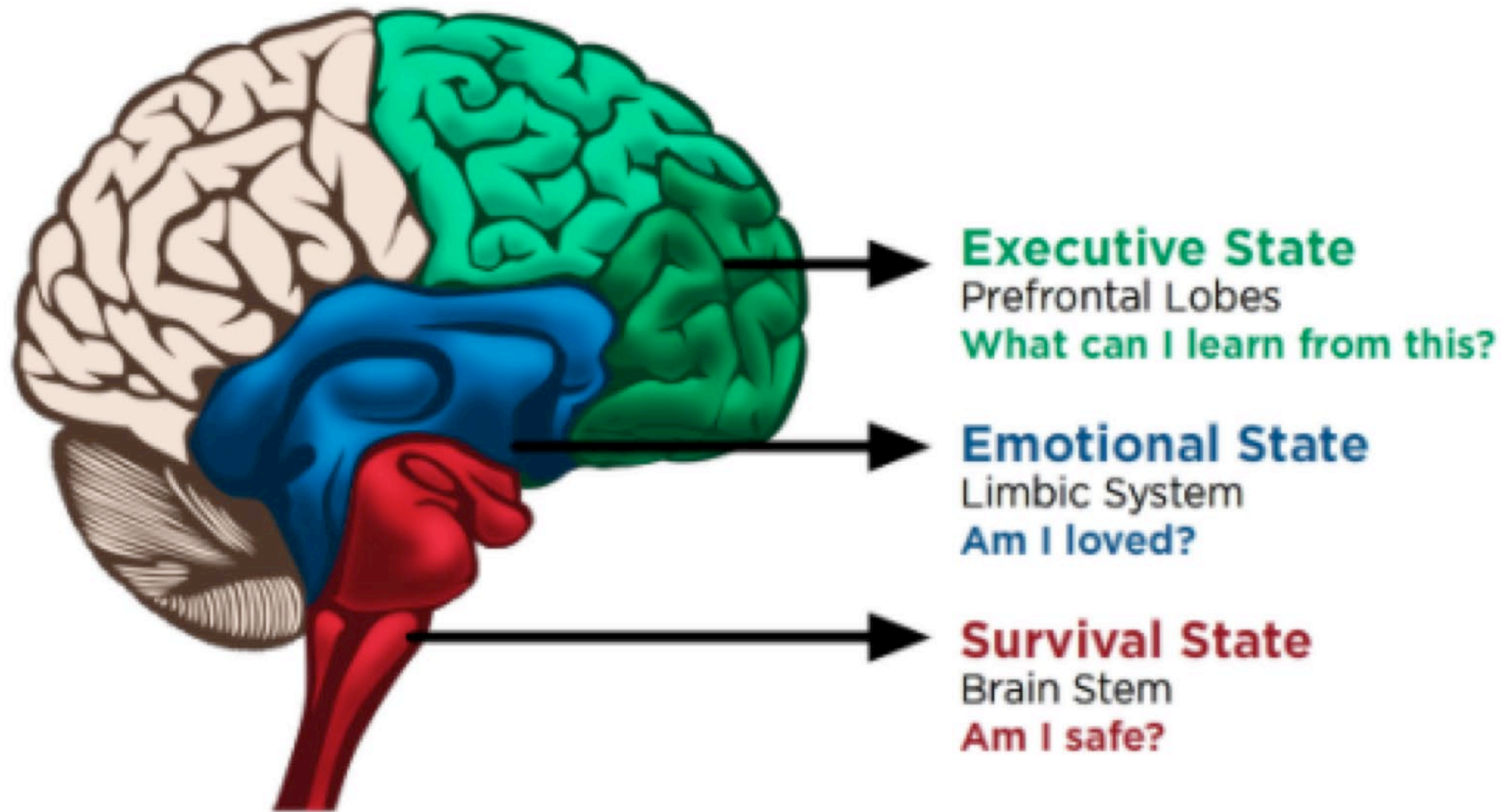
3. Needs

***“Everything we do,
we do to meet a need.”***

Oren Jay Sofer



Maslow's hierarchy of needs



Empathy



Oren Jay Sofer Say What You Mean: A Mindful Approach to Nonviolent Communication

Empathy

- The ability to understand and share the feelings of another.
- The resonant capacity of the human heart. It feels and connects with whatever is put in front of it.
- Different from sympathy or compassion, which identify with people's pain



Empathy

- What allows us to actually hear one another.
- Essential to create connection and reach win-win solutions when interpersonal conflicts arise.
- May be what matters most in effective communication!



Empathy

What's not empathy

- Criticizing
- Lecturing
- One-upping
- Probing
- Analyzing
- Giving advice
- Praising
- Reassuring



Empathy

Brené Brown on Empathy vs Sympathy

PRACTICE

Feedback with empathy.
Leave out sympathy or fixing.

Self-Empathy

- Inclining toward self-compassion (connect with care inside, tenderness, the heart)
- What would it be like to change how you talk to yourself? If you cultivated a relationship of acceptance, love and kindness within?



Nonviolent Communication

- 1.Observations
- 2.Feelings
- 3.Needs
- 4.Requests



*“Ask others to meet
your needs like
flowers for your
table, not air for
your lungs.”*

Marshall Rosenberg, PhD



Air for Lungs

“Would you *please* wash your dishes and wipe the counters? I need more order in this house!”

Flowers for the Table

“Would you be up for washing your dishes and giving the counter a quick wipe down after you eat? I feel so much more relaxed when the kitchen is clean and tidy.”

Flowers for the Table

“Will you please wash the dishes before you go to bed? I would really appreciate that.”

“Thank you, Honey.”

Nonviolent Communication

THE TWO SYMBOLS



THE JACKAL

Judgment • Criticism • Aggression

Represents the "ordinary" violence often encountered in communication situations.



THE GIRAFFE

Heart • Compassion • Benevolence

Represents the person who masters the art of Nonviolent Communication.

The idea is to move from "jackal" communication to "giraffe" communication.

Adeline de Oliveira.
"Nonviolent Communication in the Workplace: Best Practices."

Nonviolent Communication

BEST PRACTICES

Use a positive vocabulary



It's important that you are present at the meetings so that we can all discuss the week's items. I need to be able to count on your presence because you are an important part of the team.



You are never present at team meetings, we find that you are not respectful.

If a conflict situation arises, create a dialogue



This machine has broken down, have you checked its operation recently? What solution do you propose to solve the problem quickly so that production is not affected?



This machine is broken, you didn't do your job properly. Because of you, the production will be delayed.

Encourage regular, clear, and open communication



When you interrupt me in front of everyone, I feel uncomfortable and frustrated because I feel like what I have to say is not important and not worth listening to.



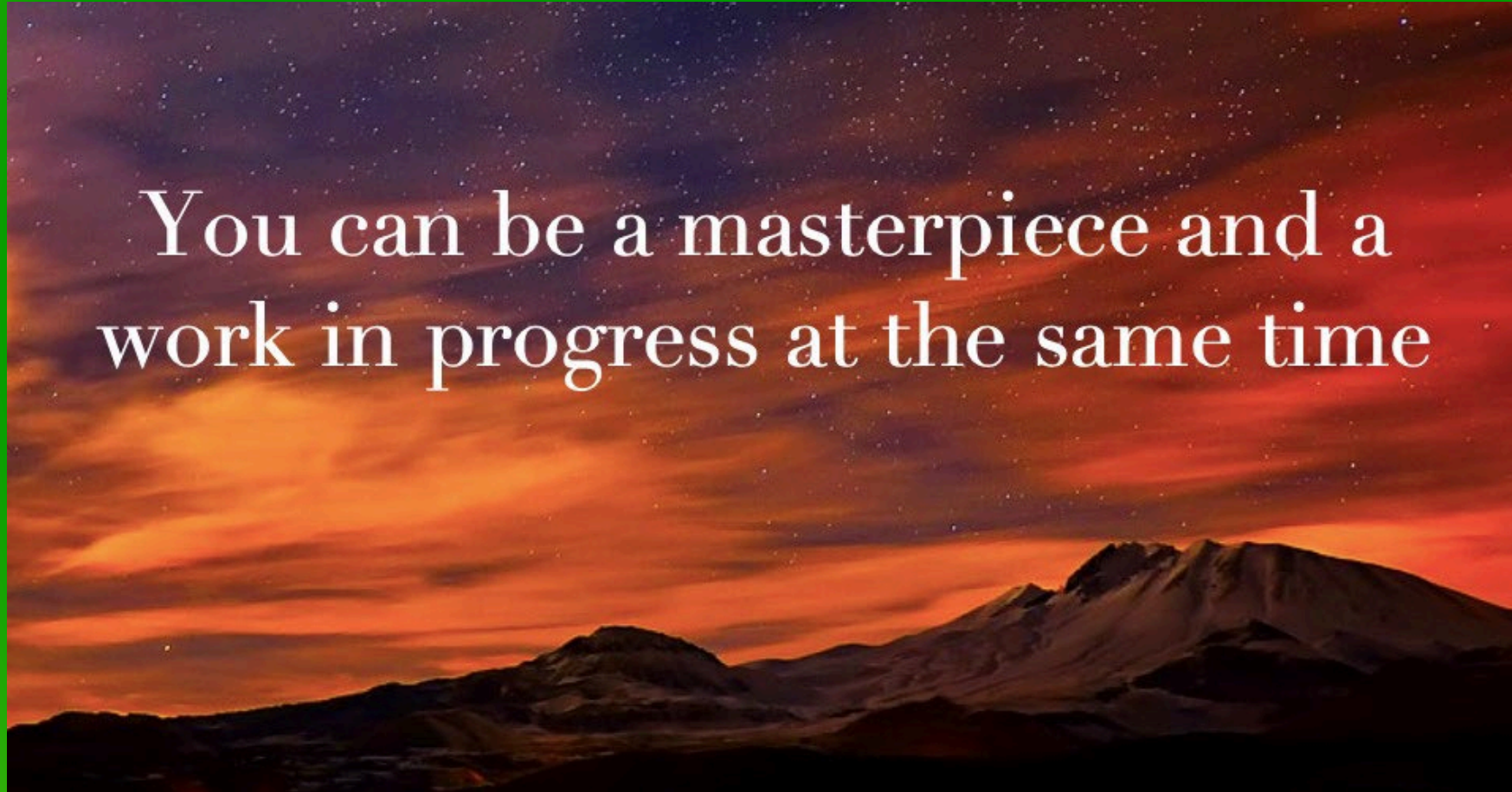
You always cut me off during meetings, I'm tired of this attitude!

Effective Communication Recap

This is a
practice.
There is no
perfection.



Healthy Communication Recap



In conclusion...

How would you like to invite others to join you in this interdependent dance of giving and receiving we call life?



When you go out into the woods,
and you look at trees, you see all these different trees.
And some of them are bent,
and some of them are straight,
and some of them are evergreen,

And some of them are whatever.
And you look at the tree and you allow it.
You see why it is the way it is.
You sort of understand that it didn't get enough light,
and so it turned that way.
And you don't get all emotional about it.

You just allow it. You appreciate the tree.

The minute you get near humans, you lose all that.
And you are constantly saying
'You are too this, or I'm too this.'
That judgment mind comes in.

*And so I practice turning people into trees.
Which means appreciating
them just the way they are.*

- RAM DASS | TheMindsJournal



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National Board-Certified
Health & Wellness Coach,
Speaker, Educator

Mindfulness-Based Stress
Reduction Teacher



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