



Overview of "I Said This, You Heard That" by Kathleen Edelman

"I Said This, You Heard That" by Kathleen Edelman is an insightful guide to understanding how communication can often go awry due to differences in temperament. The book is built around the concept that the way we speak—and the way others interpret our words—is deeply influenced by our innate temperaments. Edelman, with her extensive experience in communication coaching, explores how these differences in temperament can lead to misunderstandings, conflicts, and hurt feelings in both personal and professional relationships.

Key Concepts:

1 Temperament Theory:

- The book is grounded in the ancient theory of temperaments, which categorizes people into four primary types: Choleric, Sanguine, Melancholic, and Phlegmatic. Each temperament has its own strengths, weaknesses, and preferred communication styles.
- **Choleric** individuals are typically task-oriented and assertive, often preferring direct communication.
- **Sanguine** people are social, enthusiastic, and often communicate with a focus on feelings and relationships.
- **Melancholic** individuals are detailed and analytical, valuing precise and thoughtful communication.
- **Phlegmatic** people are calm and reserved, preferring harmony and avoiding conflict in their communication.

2 The Impact of Temperament on Communication:

- Edelman explains how each temperament not only speaks differently but also hears and interprets words differently. For example, a Choleric might appreciate straightforward, no-nonsense talk, while a Sanguine might prefer a more positive and encouraging tone.
- The book delves into how misunderstandings arise when we assume that others interpret our words the same way we do, without taking into account their unique temperament.



3 Practical Applications:

- The book is filled with practical advice on how to tailor your communication to better align with the temperament of the person you're speaking with. By doing so, you can reduce miscommunication, foster better relationships, and enhance your effectiveness in both personal and professional settings.
- Edelman provides tools such as quizzes and exercises to help readers identify their own temperament and that of others, and then apply this understanding to real-life interactions.

4 Transforming Relationships:

- One of the central messages of *"I Said This, You Heard That"* is that understanding temperament can significantly transform your relationships. By learning to speak in a way that others can truly hear, you can build stronger, more empathetic connections with the people in your life.

Why This Book Matters:

"I Said This, You Heard That" is more than just a book about communication; it's a tool for self-awareness and relationship-building. By helping readers understand how their words affect others—and how they can better interpret the words they hear—Edelman provides a roadmap for more meaningful and effective interactions. Whether in the workplace, with family, or in friendships, the insights from this book can help you navigate conversations with greater clarity and compassion.

Conclusion:

Kathleen Edelman's *"I Said This, You Heard That"* is an essential read for anyone looking to improve their communication skills by understanding the profound impact of temperament. It's a practical, insightful, and transformative guide that empowers readers to bridge the gaps in their conversations, leading to stronger, more fulfilling relationships.



Blog

Bridging the Communication Gap: Insights from "I Said This, You Heard That"

Communication is the cornerstone of any successful relationship, whether it's with a partner, a friend, a family member, or a colleague. Yet, how often do we find ourselves saying something, only to have it completely misunderstood? Or perhaps we hear something that strikes a nerve, even though it wasn't intended that way. If these scenarios sound familiar, Kathleen Edelman's book, *"I Said This, You Heard That,"* offers valuable insights into why these miscommunications happen and how we can bridge the gap.

Understanding Temperament: The Key to Effective Communication

At the heart of Edelman's book is the idea that our communication style is deeply influenced by our temperament. Drawing on the ancient theory of temperaments, Edelman categorizes people into four types: Choleric, Sanguine, Melancholic, and Phlegmatic. Each of these temperaments has its own strengths, weaknesses, and, most importantly, communication preferences.

- 5 **Choleric:** Direct, assertive, and task-oriented. They prefer clear, no-nonsense communication and can be put off by overly emotional or vague language.
- 6 **Sanguine:** Social, enthusiastic, and relationship-focused. They thrive on positive, engaging conversations and may struggle with criticism or negativity.
- 7 **Melancholic:** Analytical, detail-oriented, and thoughtful. They value precision and depth in communication and may find superficial or overly spontaneous conversations challenging.
- 8 **Phlegmatic:** Calm, steady, and harmony-seeking. They prefer peaceful, conflict-free interactions and might avoid confrontational or intense discussions.

Edelman's book helps us understand that the way we speak—and the way others hear us—is deeply influenced by these temperamental differences. This understanding is crucial because it highlights that communication is not a one-size-fits-all process. What works for one person might completely miss the mark for another.

Why We Misunderstand Each Other

One of the key reasons we misunderstand each other is that we tend to communicate in the way that feels most natural to us—our own temperament's preferred style. For example, a Choleric person might be very direct and blunt, which they see as efficient and clear. However, if they're speaking to a Sanguine person, who values positivity and connection, their straightforward approach might come across as harsh or uncaring.



Conversely, a Sanguine might try to uplift a Melancholic with light-hearted conversation, but the Melancholic might interpret this as flippant or dismissive if they are in a serious mood. These kinds of mismatches happen all the time, leading to frustration, hurt feelings, and unnecessary conflict.

How to Tailor Your Communication

Edelman's book doesn't just stop at diagnosing the problem; it provides practical tools for improving communication based on understanding temperament. Here are some strategies inspired by the book:

- 1 **Know Your Temperament:** The first step is self-awareness. Understanding your own temperament can help you recognize your communication habits and how they might be perceived by others.
- 2 **Identify the Temperament of Others:** Pay attention to how the people around you communicate. Are they more direct, like a Choleric, or do they prefer harmony, like a Phlegmatic? This awareness can help you adjust your communication style to better suit their needs.
- 3 **Adapt Your Message:** Once you've identified the other person's temperament, tailor your message accordingly. For instance, use positive reinforcement and enthusiasm with a Sanguine, or focus on details and logic with a Melancholic.
- 4 **Practice Active Listening:** Communication isn't just about talking—it's also about listening. Make an effort to truly hear what the other person is saying, and consider how their temperament might influence their perspective.
- 5 **Seek Clarification:** If you sense that your message isn't landing as intended, don't be afraid to ask questions. Clarify what the other person heard and how they felt about it, and adjust your approach as needed.

Transforming Relationships Through Better Communication

The insights from *"I Said This, You Heard That"* have the power to transform your relationships, both personal and professional. By understanding and respecting the communication preferences of others, you can reduce misunderstandings, build stronger connections, and navigate conflicts more effectively.



Imagine a workplace where everyone's communication style is understood and valued, leading to smoother collaboration and fewer conflicts. Or picture a marriage where each partner speaks in a way that resonates with the other, fostering deeper intimacy and trust. These are the kinds of outcomes that Edelman's approach can help achieve.

Conclusion: Speak Their Language

"I Said This, You Heard That" is a powerful reminder that effective communication isn't just about what we say, but how we say it—and how it's heard. By understanding the role of temperament in communication, we can become more empathetic, adaptable, and successful communicators.

In your next conversation, try to consider not just what you're saying, but who you're saying it to. Tailoring your message to fit the other person's temperament might be the key to being truly understood—and to truly understanding them in return. This simple shift in approach could be the difference between a conversation that builds up and one that breaks down. After all, when we speak their language, we open the door to deeper connection and greater understanding.



Couples Handout

Couples Handout: Improving Communication with "I Said This, You Heard That"

Purpose:

This handout is designed to help couples improve their communication by understanding and respecting each other's temperament. Based on the insights from Kathleen Edelman's book *"I Said This, You Heard That,"* this guide will help you tailor your conversations to avoid misunderstandings and strengthen your connection.

Step 1: Identify Your Temperaments

Instructions: Both partners should identify their primary temperament by reading the brief descriptions below. Discuss which temperament best describes you.

The Four Temperaments:

9 Choleric

- **Traits:** Direct, assertive, task-oriented.
- **Communication Style:** Prefers clear, no-nonsense communication.
- **Potential Challenges:** May come across as too blunt or harsh.

10 Sanguine

- **Traits:** Social, enthusiastic, relationship-focused.
- **Communication Style:** Thrives on positive, engaging conversations.
- **Potential Challenges:** May struggle with criticism or negativity.

11 Melancholic

- **Traits:** Analytical, detail-oriented, thoughtful.
- **Communication Style:** Values precision and depth in communication.
- **Potential Challenges:** May find superficial or spontaneous conversations difficult.



12 **Phlegmatic**

- **Traits:** Calm, steady, harmony-seeking.
- **Communication Style:** Prefers peaceful, conflict-free interactions.
- **Potential Challenges:** Might avoid confrontation, leading to unexpressed feelings.

Discussion:

6 Which temperament best describes you?

7 Which temperament best describes your partner?

Step 2: Understand How Your Temperaments Affect Communication

Instructions: Review how your temperaments might influence the way you communicate and perceive each other's words. This step is about gaining awareness of potential areas where miscommunication might occur.

Choleric and Sanguine:

- **Potential Miscommunication:** A Choleric's directness might feel overwhelming to a Sanguine, who prefers a more positive tone.
- **Solution:** The Choleric partner can soften their approach, while the Sanguine partner can be more open to constructive feedback.

Melancholic and Phlegmatic:

- **Potential Miscommunication:** A Melancholic's detailed communication might be overwhelming for a Phlegmatic, who prefers simplicity and calm.
- **Solution:** The Melancholic partner can focus on simplifying their message, while the Phlegmatic partner can practice engaging more deeply.

Discussion:

- Reflect on past conversations where you felt misunderstood. Could temperament differences have played a role?
- How can you adjust your communication to better align with your partner's temperament?

Step 3: Practice Tailoring Your Communication

Instructions: Over the next week, consciously tailor your communication to better suit your partner's temperament. Use the following tips as a guide.



Tips for Each Temperament:

1 Speaking to a Choleric:

- Be direct and to the point.
- Focus on tasks and outcomes.
- Avoid overly emotional or vague language.

2 Speaking to a Sanguine:

- Use positive, encouraging language.
- Engage in light-hearted and social conversations.
- Avoid dwelling on negative topics for too long.

3 Speaking to a Melancholic:

- Provide details and explanations.
- Allow time for thoughtful responses.
- Avoid being overly spontaneous or vague.

4 Speaking to a Phlegmatic:

- Use calm, peaceful language.
- Focus on maintaining harmony.
- Avoid pressuring them into quick decisions.

Activity:

- For the next week, make a conscious effort to use these tips in your daily conversations with your partner.
- Reflect on how this changes the dynamics of your communication.

Step 4: Reflect and Adjust

Instructions: At the end of the week, take some time to reflect on your experiences. Use the following questions to guide your discussion.

Reflection Questions:

- 1 How did adjusting your communication style affect your conversations this week?
- 2 Did you notice any reduction in misunderstandings or conflicts?
- 3 What adjustments were the most effective?
- 4 How did it feel to speak in a way that aligns with your partner's temperament?
- 5 What can you continue to do to improve communication moving forward?

**Discussion:**

- Share your reflections with each other.
- Discuss how you can continue to support each other's communication styles in the future.

Final Thoughts:

Improving communication is a continuous process that requires understanding, patience, and adaptation. By learning about each other's temperaments and adjusting your communication accordingly, you can reduce misunderstandings and build a stronger, more empathetic relationship. Remember, the goal is not just to be heard, but to truly connect with your partner in a meaningful way.



Assessment

Couples Communication Assessment

Based on "I Said This, You Heard That" by Kathleen Edelman

Purpose:

This assessment is designed to help couples evaluate how well they understand and adapt to each other's communication styles based on their temperaments. It will provide insights into areas where your communication is strong and areas where there may be room for improvement.

Instructions:

- 13 Each partner should complete the assessment individually.
- 14 For each statement, choose the response that best reflects your experience in your relationship.
- 15 After both partners have completed the assessment, compare and discuss your results.

Assessment Statements:

8 I understand my partner's primary temperament and how it affects their communication style.

- ☐ Always
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

9 I adapt my communication style to better match my partner's temperament.

- ☐ Always
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never



- 10 **My partner understands my primary temperament and communicates with me accordingly.**
- ☐ Always
 - ☐ Often
 - ☐ Sometimes
 - ☐ Rarely
 - ☐ Never
- 11 **We discuss our communication challenges openly and try to resolve them together.**
- ☐ Always
 - ☐ Often
 - ☐ Sometimes
 - ☐ Rarely
 - ☐ Never
- 12 **I feel that my partner listens to me and makes an effort to understand my point of view.**
- ☐ Always
 - ☐ Often
 - ☐ Sometimes
 - ☐ Rarely
 - ☐ Never
- 13 **When disagreements arise, we are able to communicate in a way that respects each other's temperaments.**
- ☐ Always
 - ☐ Often
 - ☐ Sometimes
 - ☐ Rarely
 - ☐ Never
- 14 **I feel confident in my ability to express my needs to my partner without causing misunderstandings.**
- ☐ Always
 - ☐ Often
 - ☐ Sometimes
 - ☐ Rarely
 - ☐ Never



- 15 **My partner makes me feel valued and understood during our conversations.**
- ☐ Always
 - ☐ Often
 - ☐ Sometimes
 - ☐ Rarely
 - ☐ Never
- 16 **We frequently use positive reinforcement, such as compliments or encouragement, in our communication.**
- ☐ Always
 - ☐ Often
 - ☐ Sometimes
 - ☐ Rarely
 - ☐ Never
- 17 **Our communication has improved over time as we have learned more about each other's temperaments.**
- ☐ Always
 - ☐ Often
 - ☐ Sometimes
 - ☐ Rarely
 - ☐ Never

Scoring Key:

- **Always:** 5 points
- **Often:** 4 points
- **Sometimes:** 3 points
- **Rarely:** 2 points
- **Never:** 1 point



Scoring and Interpretation:

- **Total Your Scores:** Add up the points for each of your responses.
- **Interpret Your Score:**

41-50 Points: Excellent Communication

You and your partner have a strong understanding of each other's temperaments and effectively adapt your communication styles to match. Keep up the great work and continue to nurture this aspect of your relationship.

31-40 Points: Good Communication

Your communication is generally good, but there may be some areas where misunderstandings or challenges arise. Focus on those areas to further strengthen your connection.

21-30 Points: Needs Improvement

There are significant areas where your communication could improve. Consider discussing these areas with your partner and using the strategies from "*I Said This, You Heard That*" to enhance your communication.

10-20 Points: Communication Challenges

Your communication may be struggling, and it could be affecting your relationship. It's important to address these challenges together, possibly with the help of a counselor or by revisiting the principles in the book.

Discussion:

- **Compare Your Scores:** Share your scores with your partner and discuss any differences. What did you learn about how you each perceive your communication?
- **Identify Areas for Improvement:** Look at the statements where you scored the lowest. What can you do to improve in these areas?
- **Set Communication Goals:** Based on your discussion, set one or two goals for improving your communication. This could involve practicing more active listening, adapting your communication styles more consciously, or having regular check-ins to discuss how you're communicating.

Final Thoughts:



Effective communication is the foundation of a strong relationship. By understanding and respecting each other's temperaments, you can reduce misunderstandings and build a deeper connection. Use this assessment as a starting point for ongoing growth and improvement in your communication.



Challenge

7-Day Couples Communication Challenge

Based on "I Said This, You Heard That" by Kathleen Edelman

Overview:

This 7-day challenge is designed to help you and your partner improve your communication by understanding and adapting to each other's temperaments. Each day focuses on a specific aspect of communication, inspired by the insights from *"I Said This, You Heard That."* Set aside time each day to complete the challenge together.

Day 1: Identify Your Temperaments

Challenge: Spend time together identifying your primary temperaments. Use the descriptions below to determine which temperament best fits each of you.

Temperament Descriptions:

- 16 **Choleric:** Direct, assertive, task-oriented.
- 17 **Sanguine:** Social, enthusiastic, relationship-focused.
- 18 **Melancholic:** Analytical, detail-oriented, thoughtful.
- 19 **Phlegmatic:** Calm, steady, harmony-seeking.

Activity:

- 18 Discuss which temperament you believe best describes you and your partner.
- 19 Write down your primary temperaments and keep them in mind as you progress through the challenge.

Goal: To increase awareness of each other's communication styles and preferences.

Day 2: Practice Active Listening

Challenge: Focus on improving your listening skills by practicing active listening during a conversation.



Activity:

- Choose a topic to discuss, such as your day, future plans, or a shared interest.
- Take turns speaking while the other partner practices active listening. This means no interruptions, maintaining eye contact, and reflecting back what you heard.
- After the conversation, share how it felt to be truly listened to and understood.

Goal: To enhance your ability to listen empathetically and understand your partner's perspective.

Day 3: Adapt Your Communication Style

Challenge: Today, consciously adapt your communication style to better match your partner's temperament.

Activity:

- Reflect on how you typically communicate and how that aligns (or conflicts) with your partner's temperament.
- During your conversations, make an effort to speak in a way that resonates with your partner's communication style.
For example, if your partner is Sanguine, focus on using positive, engaging language. If they are Melancholic, provide details and thoughtful explanations.

Goal: To practice tailoring your communication to better connect with your partner.

Day 4: Discuss a Recent Miscommunication

Challenge: Identify a recent instance where you felt misunderstood or where a conversation didn't go as planned. Discuss it with your partner to understand what went wrong and how you can improve.

Activity:

- Each partner shares an example of a recent miscommunication.
- Discuss what might have contributed to the misunderstanding (e.g., different temperaments, assumptions, etc.).
- Together, brainstorm ways you could handle similar situations differently in the future.

Goal: To learn from past communication challenges and develop strategies for better understanding each other.



Day 5: Use Positive Reinforcement

Challenge: Focus on using positive reinforcement in your communication today. Compliment your partner, express appreciation, and acknowledge their efforts.

Activity:

- 5 Throughout the day, look for opportunities to give your partner positive feedback.
- 6 Share at least three specific things you appreciate about your partner by the end of the day.
- 7 Notice how positive reinforcement affects the tone and atmosphere of your interactions.

Goal: To create a positive communication environment that reinforces your partner's strengths and efforts.

Day 6: Practice Conflict Resolution

Challenge: If a disagreement or conflict arises today, practice resolving it in a way that respects each other's temperaments.

Activity:

- Approach the conflict with a calm and open mindset.
- Use the communication strategies you've been practicing, such as adapting your style and listening actively.
- Focus on finding a resolution that acknowledges both perspectives and temperaments.

Goal: To handle conflicts constructively, reducing misunderstandings and fostering mutual respect.

Day 7: Reflect and Set Future Goals

Challenge: Reflect on the past week and discuss what you've learned about your communication styles. Set goals for continuing to improve your communication going forward.

**Activity:**

- 6 Sit down together and review the week's activities.
- 7 Discuss which exercises were most helpful and where you still have room for improvement.
- 8 Set one or two communication goals for the coming month, such as regular check-ins, practicing active listening, or continuing to adapt your communication styles.

Goal: To solidify the progress you've made during the challenge and create a plan for ongoing communication improvement.

Final Thoughts:

Effective communication is a continuous journey. By understanding and adapting to each other's temperaments, you can reduce misunderstandings and build a stronger, more empathetic relationship. Use the insights gained from this 7-day challenge to keep improving your connection and communication with your partner.



Description

"I Said This, You Heard That" Couples Communication Bundle

This comprehensive bundle is designed to help couples improve their communication by understanding and adapting to each other's temperaments, based on the insights from Kathleen Edelman's book *"I Said This, You Heard That."* The bundle includes:

- 20 **In-Depth Overview:** A detailed exploration of the key concepts from the book, helping couples understand how their temperaments influence their communication styles and interactions.
- 21 **Blog Post:** An engaging and practical blog that offers actionable strategies for bridging communication gaps in your relationship, inspired by the principles in the book.
- 22 **Couples Handout:** A practical guide that walks couples through identifying their temperaments and provides tips for tailoring their communication to better connect with each other.
- 23 **Couples Assessment:** A comprehensive assessment tool that allows couples to evaluate their current communication dynamics, identify strengths and areas for improvement, and includes a scoring key for easy interpretation.
- 24 **7-Day Couples Challenge:** A week-long challenge designed to help couples apply the insights from the book in their daily lives, with activities focused on enhancing understanding, active listening, conflict resolution, and more.

This bundle provides couples with everything they need to transform their communication, reduce misunderstandings, and build a stronger, more empathetic relationship. Whether you're looking to enhance an already strong connection or address ongoing communication challenges, this bundle offers the tools and guidance to help you succeed.