

LOVING AND BEING LOVED

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I'm a real advocate of John Gottman. He's written the no 1 book *Why Marriages Succeed and Fail*. He was at the University of Washington when I was there and he has done a tremendous study on why relationships fail. Relationships don't fail because people love each other. The main reason why relationships fail is because of our inability to deal with conflict in healthy ways. Abraham Maslow developed what's called a hierarchy of needs and in that hierarchy of needs he says that right after air, food and water the number one need that a human being has is the need for love and belonging. That's why our teenagers will go to a gang if that gives them acceptance even though they have no values, no standards in any way, shape or form. The mere fact that they can communicate to the same sense of acceptance gives them that willingness to be able to feel that they belong to someone. So love and belonging profoundly affect all of our lives. We all want to love and be loved. When people say "I love you", they generally mean "I am attracted to you, I have affection for you, I appreciate you, and I have acceptance for you." **Attraction, affection, appreciation and acceptance are called the four A's of love.**

The Greeks have a number of words for love. Eros, which is more of a physical love. Another one is Philos which is kind of an affection, brotherly style of love like the city of Philadelphia, the city of brotherly love. And Agape, which is a pure love, it's like mother love, the love that people give that they'll lay down their lives for their country. And the love of freedom. I think of Eskimos. Did you know that Eskimos have 11 words for snow. For me, it's snowing. But for an Eskimo is it a wet snow, is it a crystallising snow, is it a dry flaky kind of snow? When you talk to an 18-year-old boy and you say: "Do you love my daughter?" What are you saying? You agape my daughter? You Philos my daughter? You Eros my daughter??? What we mean by that generally is that there is an attraction, there is a sense of affection, but also acceptance.

But all of us want to love and to be loved. We need to learn to understand as well that we interpret loving behaviours differently. I studied at the University of Washington a long time to discover that not everybody responds to the same loving symbols, the same stimulus. For example, some people are very touch-oriented, they're very kinetic, they're very tactile. And if you say I love you to that person just verbally, it may not communicate to them that they feel loved. We tend to treat those we love the way we want to be loved by them. I happen to be a verbal/touch person. Now that means that for me, if I want to communicate love and acceptance... Last night at dinner Patti (the conference chairman) said to me "You had your hands all over your wife's

back all night long!" I'm kind of a touching guy, and that's not sexual by the way. That's just touching as an affirmation.

And so to be able to touch and to hold hands says to me "I love you". Now it doesn't say that to Bonnie (my wife). Her love language is that of a visual. A little less talky-walky, a little less touchy-wouchy and a lot more doey-wooy!! So for her, her love language is visual. Well, what we tend to do is to treat people that we love the way we want to be treated by them. People who speak the touch language are speaking like, French; people who speak the verbal language are speaking like, Japanese; and those that are speaking the visual language like Bonnie...

There's a test that you can actually take to find this out called the love language quiz and it will tell you where you are on that scale. I am a 12, 12, 3, a touch, verbal and the 3 is visual. Bonnie is a 3, 3, 21. You get the picture on that one. So I would hope that you would understand that sending and receiving messages of acceptance, affection and appreciation are different for each of us. Our children don't all respond to the same love language. Of our eight children, two of them were visuals like Bonnie and a couple of them are verbals far beyond what I hope to ever be as a verbal. I remember our daughter Heidi for example at night would come in at the end of our bed and start talking to us and she wouldn't stop till we both fell asleep. I was never so glad to get rid of one of those kids in my life! And her husband says to me today: "She sure talks a lot!" And I go, "Yeah, ha ha ha ha ha. You got her now!"

Love language is different, so we're not all the same. And that was a revelation because I thought that as human beings, we'd all be the same, or we'd respond to the same stimulus and we might even have very similar responses. It really was an insight to realise that because we're different, we're the snowflakes and fingerprints that are unique here, that we need to treat people with that uniqueness and come to understand and a good way to do it is to try some of these things with your children and with each other. I feel that as adults that it's your responsibility to let me know how to say "I love you". My native language is to go to Bonnie and kind of give her a hug and a kiss. I just want to tell a story.

I grew up during World War 2. I was eleven months old when Pearl Harbour was hit and before my first birthday my dad was aboard the U.S.S Charles Osbourne and came here to Sydney. I think it's interesting, how our lives circle around. But did you know my generation of people, those of us that were born in that little period of time, that we were raised by aunts and grandmas. Did you know that? Bonnie's father went in the army and left his wife, Bonnie's father left Bonnie's mother several months pregnant. He went and joined the service and he went in to serve in the Pacific Islands in the military. But for Bonnie and I and our generation we were raised by aunts and grandmas. Bonnie was raised by her grandma up in a little town in Idaho. And I was raised by two very wonderful grandmas and four aunts. And all the women entered the workforce that could at that time. So that meant we were paired off and we were raised in that little unique period of time by aunts and

grandmas. You know about my grandfather, my Swedish grandfather, but what you don't know is about who he married. He married my grandma, well you figured that out.

My grandma happens to be a full-blooded American Indian. I know I don't look like it, guys. I guess I took after the Swedish part. But somewhere along the line she had one-eighth French Canadian or something in there because I don't know why it turned out the way it did genetically, but my dad is very brown, very brown. You see my dad, you see a very brown skinned person. Dark eyes, you'd see that dark hair. And that's my dad. And I love my dad, but I grew up, I grew up and I loved my grandma, my Indian grandma, American Indian from an Indian tribe about twenty miles South of Olympia maybe sixty miles or eighty miles south of Seattle, if you know where that is. I loved that woman. Those were the first eyes I remember seeing were American Indian eyes. This woman who loved me. But as I grew up I became embarrassed about her. I became embarrassed. And do you know why? Because other people made me feel embarrassed.

Now I went to school and at six years of age it was my Indian grandmother who took me. And you know at school what they said, "Hey are you, Tonto?" Anybody know what Tonto is? That was the Lone Ranger's companion. And I said: "Why would you say that?" And they said: "Well, you got an Indian there? Is that your mom?" "No, it's my grandma". "Well, you're Tonto." So for the first part of my first grade I was called Tonto. Now, I became, gradually as I grew up, more and more embarrassed about having American Indian ancestors. I regret that today. I regret that greatly because you see, I wasn't loving. I was very, very judgmental. And I remember finding out later, just a couple of little things, very, very personal things. But I found out that my grandma had a child out of wedlock. Woah! Well, there's a reason to be judgmental. And I also know firewater and Indians don't mix. Firewater is alcohol, that is very much an American term. But I can tell you, that she'd drink. In fact I told my children, that if you want to get a kiss from grandma, it was an intoxicating experience! I remember however the great love this woman had for me. Now she spoke also with an accent, with an American Indian accent.

Now my dad was called Johnny Jumpup because he was born March 28th when the little purple flowers called Jumpups were in bloom. And they called him Jumpup. Boy, if I ever wanted to get my dad mad all I would have to say is "Jumpup". And he would be after me again. Wooha! On the war path and that is all I would have to say was "Jumpup". But everybody called him Jumpup. His mom called him Jumpup, his aunts, everybody used to call him Jumpup. So I thought that was a great thing to call my dad. I didn't to his face. Anyway, I want you to know that his name was Jumpup. But my grandma would say to me "John-nee, come give grandma a hug." She spoke just like that. "John-nee, come give grandma a hug." And I would go and get my intoxicating hug and kiss from grandma. But as I grew up I became embarrassed of this woman and I didn't love. So I decided there were reasons why I couldn't love. I want you all to think about this. **Reasons why you can't love because that is really what we are talking about.** Loving and being loved.

So here is what happened. In a nutshell, I remember being a teenager and the war is over and we are back together as a family for a short while and I remember while we were there my dad said: "Son, your grandma misses you, you know that woman paid a price." "Yeah, I know dad, but you know, I want to be with my friends, I don't want go see grandma." Although whenever I would she would just light up, this beautiful brown skinned woman. Just light up, look at me and go" "Oh, John-nee I miss you John-nee. Come give grandma a hug." And I would go and get a big hug from my grandma, with another intoxicating kiss.

Later, much later, I went away to school. Before I left, my grandma said "Come, John-nee, I give you Indian blessing." I'd never heard of an Indian blessing in my life. "I give you Indian blessing, John-nee." "Okay, what's going to happen? How do we do this?" She took a hold of my hands and looked into my eyes and said ten things. They all started with "May you always". I remember the first one. Oh that I was wise enough to write them all down, but I wasn't. It had to do with wind and fire and whole bunch of things, but this first I will never forget. "John-nee, **may you always walk with love in your heart.**" Wow! I left her that day and two weeks later she passed away. Shortly after my father passed away. There was only one living relative left. There was actually one and the illegitimate child.

A few years passed away and I went and found my aunt who was her younger sister living on the Yakama Washington Indian Reservation. I found her. Her name was Aunt Millie. All of my family look just how I look; we're bricks with ears! Can you kind of see that? That is how my dad was built. And he was brown and I wasn't. My aunt looked and me and said: "Jumpup?" I said "No, Millie, it's not Jumpup. It's Johnny." "Oh, John-nee, come give Millie big hug." "Alright, here we go." Woah, a big hug and a kiss. I talked to her for two hours. I said: "I want you to tell me about my grandma." She avoided the conversation. Finally I took her by the hand and I said: "I was once given an Indian blessing that I may always walk with love in my heart. And I haven't done it. I am really sorry. I want to now. I really want to." Boy, she looked at me and said: "When your grandmother was fourteen years old a car load of boys came into the reservation and raped her. As a result of that she gave birth to your Uncle Hank. That's the child born out of wedlock." An Indian girl with a white child is not accepted on the reservation, so they drove her off the reservation. She went to Alma, Washington. Alma, Washington is a total white community and a white community with an Indian girl with a white baby is not accepted. Not in those days. A bit different today, but it wasn't then. Your grandma started to drink and didn't stop till the day she died."

Can I tell you that I drove five-and-a-half hours from Yakama, Washington back to Olympia, Washington with tears in my eyes and with a prayer in my heart that I might be forgiven for not loving her. **Are we really called to judge, or we called to love? There are some that by virtue of their religious or political or legal responsibilities have an obligation to judge**

and that stewardship rests with them. But all the rest of us share in common the responsibility to love and not judge.

If I could go back I would go back and I would see my grandma every week and I would say: "Grandma, it's me Johnny, can I take you to the store Grandma? Can I cut your lawn for you. What can I do Grandma, just to let you know that I love you?" I probably wouldn't have had to do anything but just talk to her. You may say talk is cheap. I stayed with my Aunt Millie and my illegitimate uncle until the day they died. And I was a friend to them.

My uncle Hank lived in a tavern and when I went to see him I went to the back door. The first time I did here is what happened. I knocked on the door. A guy opened up and said: "Yeah, what do you want?" "My uncle Hank lives here and I am his nephew." "Hey, hey, some guy who says his your nephew is here." Hank came back, looked at me and said: "What do you want?"

Because I had been this judgmental person. I said "Hank, I have made some mistakes in my life, but probably none greater than not being a better nephew to you than I have been and I am really sorry and I apologise. I would like to have a relationship with you if you want to." He is about 6 foot 4", tall, lanky and brown skin, and with tears in his eyes he replied: "I would love to have a relationship with you, Johnny."

So when I say if I would go back I would, I did, at least with those that I had a chance. But I want you to look at those in your life now that maybe you're guilty of judging and you've decided that they're not worthy of your love, because they're not doing everything you want them to do the way you want it done and obviously you can't love them unless they do everything that you want them to do the way you want it done. But maybe not. I don't think you have to trust people who are untrustworthy. But I'm not sure that any of us are going to accomplish where we really want to accomplish in this life by withholding loving behaviour.

Now I want to give you a challenge to the marrieds. This is called the Magnificent Seven. The way to love and to be more loved is to eliminate your negative behaviour that is unloving and to focus on building positive behaviours. The first one – **one verbal "I love you" a day with eye contact.** Now I teach a class of 25 adults at Brigham Young University on Communication and Relationships. This lady had been married 49 years. She came up to me and she said: "We've been doing the Magnificent Seven and do you know that for the first time in 49 years - I know my husband loves me - but for the first time I feel it. And you know why? Because for the first time he looks me right in the eyes and says, 'I love you.'" So one I love you a day with eye contact. Do you want to know how to make a deposit in the emotional bank account? Try that.

A five second expression of verbal appreciation in person or on the phone. (You can also do this with your children by the way. You also can do this as an "I love you" with them. The idea is picking up the phone and saying, for example: "Bonnie, it's me, listen I've only got a couple of minutes but I just wanted to say, I was thinking about you and I love you." "I'm glad you took the time to tell me that. I love you, too." OK. Bye." That's it. Now let me tell you a key to loving and being loved. You have to define what enough

is. Remember we talked about being verbal visual or touch. When do you think you will have done enough to please the visual person? Never.

Bonnie, I think your idea of a great day is to get up at 4.30 in the morning, work all day, don't ever waste time to eat, just keep on working and then sometime at 11.30 or 12 at night you collapse in bed and you're so tired you can't even take off your clothes so you wake up the next morning and you're still in your clothes, so at 4.30 you get up and you do it again. "There's a great day!" That's my vision of what I think she would like, I'm not sure, I may have it a little skewed there. But I have a feeling about that. And I think that she thinks that my idea of a great day is: "Oh, here comes the octopus!" Somehow there's a little difference there, right. All hands, touch and talk. He's going to talk my head off. So one of the keys is for us to learn to define enough. Bonnie, what did we decide would be enough?

BONNIE: We decided that when we had all 8 children at home that John would give me an hour for each child we had at home on a Saturday.

JOHN: So I would give her 8 hours of slave labour. I would show up and say, "Okay, hon, how do you want me to obey today? Am I a computer man, a painter, or a plumber. And she'd have a list - enough to keep 3 men busy for a week. And I'd say you'd better prioritise because I'll do as much as I can. By the way we're down to Joseph who is our last son and then I'll be a free man. So what happens is we do enough. Right? Now here's the key. After 8 hours, enough is enough and so if I want to go on and waste my time, just sitting there watching 2 football games on different channels, I want to be able to waste that time and not have her walking around going: "Could be folding clothes you know while you're just sitting there wasting all that time. So much to do, so few hands to do it." In other words, enough is enough. But that also means enough talk, enough touch. And what this Magnificent Seven is designed to do is to say for right now let this be enough. And by the way it communicates in all 3 love languages - verbal, visual and touch.

Next, **the 10 second kiss.** The idea is that you're going to pursue an "I love you" program independent of the fact that you may not really like them all that well right now. Are you going to just say, "I'm only going to give you love when you perform. And if you don't perform, you're not going to get love because my love is conditional." But it's hard to kiss somebody for 10 seconds. Do you know what Bonnie does? She watches her watch! But I don't care! That's all right; let her watch the watch.

The 15 minute honey-do. You're thinking all of this is going to take a long time. If you did all of there it would take 46 minutes and 1 second. What's a relationship worth? So I'm thinking of you doing this as an "I love you" program - something very concrete. So 15 minutes of honey-do. This is a talk, touch or visual message of your mate's choosing. It's a gift of time with a great attitude. And what that means is that I show up there and I say, "What do you want me to do?" Now you have use it or lose it. After a week you can't book it for, you owe me for a lifetime. You know what I want her to do for my 15 minutes? I'd like a foot rub. I'd like to just lay on the couch and

stick my old scrunchy toenails out there and let her just rub those feet. Oh, that's so wonderful, oh! Not all the time, but just to give you an example. So it doesn't mean that your love language is going to be the same, but I'm asking you to think about this. These are deposits.

The 20 second hug - and notice it says a loving embrace and not a bear hug. This is not a squeezing contest. This is the idea of you sharing space. Can we also count the 10 second kiss as a part of the 20 second hug. No. Why? Because this is a validating, confirming experience. In my counselling I have people do this for 90 consecutive days, every day, so they have 90 days of doing this on a regular basis, so they learn to communicate with this, acceptance, affection and appreciation in an effective way.

Next one, **the living journal**. Have you seen those phone message pads? That's what Bonnie and I use to write each other love notes. Not a big deal. Just little expressions of appreciation. Now what are we doing if you start adding these things up? You are making deposits in the bank account of the relationship. It's kind of like getting a card everyday, it's just that I can't afford to go out and buy those cards every day, so you just write your own card.

The 30 minutes of positive talk time. Notice the emphasis on positive. It's so easy to get into the mode where you're sarcastic and flippant and frustrated, so you send these sarcastic messages back and forth. And none of us are perfect on that, but I would like to look at our focussing on 30 minutes a day of positive talk time. That sounds like forever, but 5 minutes in the morning, maybe 10 minutes at dinner time and 15 minutes before you to bed. Is that so overwhelming? It's not. You can find in the course of that day - now there'll be days that you miss - but I'd like you to put together 90 consecutive days of communicating in what's going to be your mate's love language.

Now that's the Magnificent Seven that we talked about - it's about what we are doing to put the positive into our relationship. The second key to loving and being loved is to manage the negativity in our lives. Let me share with you a statement which I have come to know to be true to the core of my being.

Criticism is the forerunner of divorce and the cultivator of rebellion. Without question, there is no such thing as constructive criticism. There are times when we need to be critical and we need to have the courage to criticize when we need to. But the reality is most of us are addicted to a habit of criticism that is not edifying, it's not uplifting, it does not accomplish its task. I'll put all my degrees behind this. I've written two books on the subject - one is called *The Art of Giving and Receiving Criticism* and the other is called *How to Hug a Porcupine: Dealing with Toxic and Difficult-to-Love Personalities* and I'm telling you that criticism will not change behaviour. So why are you criticising? Do you want to change behaviour? Well, how does making some verbal or non-verbal non-acceptance message change anything? Any more than going outside and saying: "Stupid rain, it's raining out there, dumb rain, stupid rain." That ought to change something! That's verbally descriptive! I want to give you this challenge - I would like you to go for 24 hours without

criticising any person for any reason. And guess what? It's an addiction. "I'm not being critical: I'm just making an observation."

Well you know what, Bonnie did it in a week, but it took me 3 weeks to find one period of time when I went for 24 hours without criticising anyone for any reason. And it was those dumb drivers that did it to me. Everytime I got behind a wheel I'd go: "You idiot!" Oh, there you go again. Alright. Start my 24 hours over again. The idea is you might come to appreciate how much criticism has consumed the language of our time. Ever since the Industrial Revolution, we have become much more of a critical society. 128 years ago in Webster's dictionary of Criticism, it said the ability to find the beauty as well as the error. Take a look at the Webster's dictionary of today. Criticism - fault finding; so there isn't no such thing as constructive criticism. To construct is to build or to edify and to criticise is to tear down. If you're going to criticise you need to do it sparingly.

And here are some guidelines about the art of giving criticism. No. 1. **Ask for and receive permission to criticise.** I can tell you right now that of my eight children, that 4 of them, if I said, "Listen honey, I need to criticise you. I've got something I want to talk to you about, when would be a good time?" You know what, 4 of my children would say: "Oh Dad!" Now I'm not going to give them a choice of whether they want to hear or not hear. It's going to be: "I can talk to you now or I can talk to you later." Four of my kids would say this, "Okay dad, you're going to ruin my whole evening. I'm going to think all night long what it is you're going to criticise me for, so just tell me how and get it over with. That's 4 of them. The other 4 would go: "Why don't you hold that thought dad?" Waiting for what? For me to forget, right? That's what they're hoping for. So never is a good time for them. But they don't have never as an option. So let's talk about an effective communication just for a moment. Effective communication keeps the focus on the message. Real communication is an exchange of understanding - it's not talking and it's not listening. Talking and listening are two tools that may lead to understanding, but not always. Now if I want to be successful as a communicator I need to keep my focus on the message. Now to the extent that I take the focus off the message, I'm an ineffective communicator.

If I could be alone with the person in a mutual agreeable time and place, that is going to make me a more effective communicator and give it a better for the person to hear my message, which is critical. So if I criticise you in front of other people, where is the focus? Is it on my message, or on the presence of other people. The sense of people feeling belittled or ridiculed or mocked or scorned in the presence of others. So that's not an effective thing to do. So if I can be alone with the person at a mutually agreeable time and place, that's going to make a more effective communicator and give it a better chance to have my message heard.

Be in emotional control and logically explain your concern. Now I realise that feelings are rather volatile and that a lot of us were not given permission to communicate logically, we were only given permission to communicate when we were out of control. Is the focus on my message when I am crying or yelling or screaming or out of control emotional? To the extent that I take the

focus off the message and put it on myself or on the presence of other people in the room, I am an ineffective communicator.

If you're not in control, then say something like this: "You know what, I want to share something with you right now, but I am so frustrated I am not a fit human being to deal with anybody. I'm going to leave to deal with this in a few more minutes when my head is together and I can actually talk about it" Stay focussed on the issue - on the behaviour. The real key to the art of giving and receiving criticism is going to be your ability to separate the ego from the issue. Now is it possible that I could talk about a behaviour independent from your worth. "I love you, I care about you but you know you've been picking your nose and flicking it on the ceiling. That's not a very nice behaviour."

So the idea is to stay focussed on the issue or the behaviour. Do not attack self-worth. Separate the issue from the self-esteem. Let me suggest to you that one of the great principles of human interaction is that after you have criticised someone, wait at least 20 minutes for the adrenalin to settle in then, because even though you were justified and you were right, I want you to let that much time go by, so they can have a little perspective.

Now let's say that this was a real life experience, which it is by the way. There's some people in the office that are complaining that there is a particular woman that is coming in late every day this week and wondering if there is not a double standard. Why does she get to come in late and the rest of us have toe the line. So the boss said to her: "Listen, I need to talk to you. It is critical. Can I have a minute of your time? I could do it now or do it later." Well, she said: "Let's do it right now." So she stepped into the boss's office. And the boss said: "I guess I have a concern and my concern is that you've been coming in late every day this week and some of the people in the office are a little concerned about it." She said "Well, I stay after every day and I cover the time that I have been gone. My child has been sick this week and my regular baby tender hasn't been able to take care for him and I have to take him an extra 20 minutes to my mother's place. And so I have just done that and then I went ahead and made sure that I make up the 20 minutes every day after work." The boss was legitimate in saying: "If you had come to me before that can explained that I would have appreciated it. But you've put me in an awkward position. By not coming and talking to me, even though I agree with you and your cause is just, where you made a mistake and where you erred was by not coming and letting me know that information."

Now even if he tells her that, is she going to go away with hurt feelings? The answer is, Yes, she will. Even though he was totally justified in criticizing her but if he will affirm her worth. Now how does do that? He waits at least 20 minutes. Now it's ironic because this one insurance executive came to me and said: "Dr. Lund, I think you are a genius." He said: "That is an absolutely incredible principle. Where did you get that?" I go: "Well, when you study as much as I have.." I wish I could claim credit for that, I can't. There are great principles out there that are just universal. This is one of them. Here it is. You wait at least 20 minutes and then you call her and say "Can I talk to you? This is not critical. I just want you to know that I have noticed that there have

been many times when you've stayed when I had other projects that I would have the office staff do and you've been the one who has stayed.

"So even though I have reprimanded you earlier today about not sharing with me I want you to know that if you go home tonight and don't know how much I appreciate all that you've done for this company, I would feel like a failure as a boss. So will you take that thought with you along with the other one of being sure to inform me if there's any change in your plans."

Now tell me what are you going to do if you talk that way to somebody. You affirm their worth to you what is going to happen? I will tell you what it is, it is loyalty. You are going to have an incredibly loyal person on your hands, who's going to feel that somehow you have respect for them.

What happens if you actually work on 1. maximising your "I love yous" with the Magnificent Seven; and 2... minimising the negativity in all of your relationships? I promise you an increase in loving and being loved.