

**HORSES
HELPING
HUMANS**



Effective Communication Workbook

Body language and personality profiling
using a modern adaption of The Four Temperaments
Choleric, Melancholy, Sanguine and Phlegmatic

**" THERE SHOULD NEVER BE ANY INTIMIDATION
OR FEAR IN COMMUNICATION.**

THERE SHOULD ONLY BE RESPECT AND TRUST. "



When teams and families learn the differences in each others personalities and how to effectively communicate with one another without being reactive, the dynamic of relationships start to change and that is when true communication and connection begins.

People actually start working together, not against one another. Opinions can be given, not forced.

People can be asked, not told. People can be heard without being shut down.

Respect and dignity is restored.

INTRODUCTION TO SUE & HORSES HELPING HUMANS

Sue Spence the Horse Whisperer is a public speaker, workshop facilitator, author, and educator who teaches communication skills to corporate groups and underprivileged youth using the principles of natural horsemanship.

Being the first person to develop and identify different body language techniques for individual personality profiles. Her business, Horses Helping Humans, and registered charity, The Horse Whispering Youth Program, have been featured in numerous reports, events, programs, newspapers and magazines.

Sue is the winner of the Women in Business awards 2016 for 'Creating Change' and the 2014 winner for 'Community Dedication' for the success of her Horse Whispering Youth Program charity. Sue has presented on Network Ten, featured on the cover of How to Present Magazine, has spoken regularly on ABC Radio, and been written up in the Sydney Morning Herald, the Australian Women's Weekly and international magazines. She has been patiently spreading her messages of self-acceptance, anti-bullying, effective body language skills and respect to the world.

Sue specialises in personality profiling and body language analysis. Her four horses represent a modern adaption of The Four Temperaments theoretical framework, and her unique work demonstrates how choleric, melancholy, sanguine and phlegmatic personality types have their own conditioned responses when under pressure. 'Horse whispering' meets 'people whispering' within her innovative equine-assisted life coaching program that integrates extensive knowledge-bases in interpersonal communication skills, body language, emotional intelligence and personality types. Sue says that she is "simply making each personality conscious of the body language that is hindering their communication".

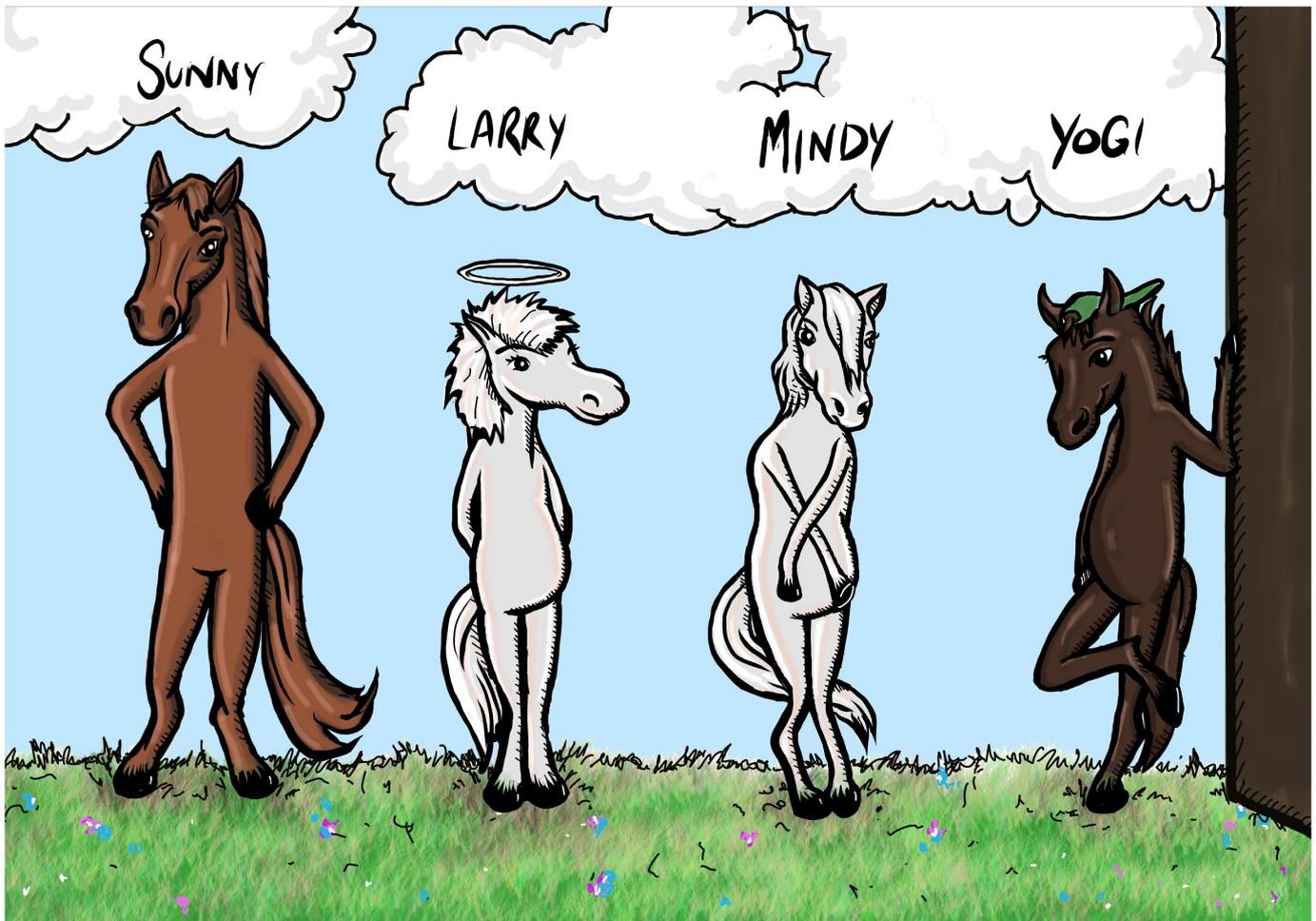
Sue has over 40 year's equestrian experience including show jumping and eventing, and has specialised in natural horsemanship (horse whispering) for the past decade, successfully competing in many natural horsemanship shows. Her previous 30 years in the fitness industry in management, instructing and education gained her former sponsorship by Nike for her contribution to the fitness industry. Sue's HELP Program, developed to teach



instructors how to recognise eating disorders and exercise addiction within the industry, was approved by Fitness Australia to educate fitness professionals.

The FOUR HORSE Personality Types

Which Horse or Pony are you ?



Above are body language conditioned responses Sue form!

Sunnys can look intimidating when displaying ‘ What’s Going On!! ‘ body language. They get frustrated easily and like communication “ Straight To The Point ! “

Larrys can look and feel defensive “ I hope your not insinuating I haven’t done it correctly ! “

Mindy can look nervous and not confident “ Oh no , here comes a Sunny in a bad mood ! “
Anxiety can be seen through closing body down.

Yogi can look distracted with a “ Whatever Attitude ! “ which feels disrespectful to others.

We are a mix of all the personalities but which one comes out when you’re under pressure.
What is your natural impulse in times of stress?

If you are in a confrontational situation do you advance into it (speak your mind confidently)
or feel intimidated and back down or avoid (retreat) Can you say “ NO “ easily, or is it difficult.

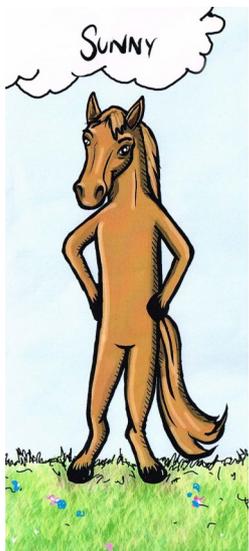
The FOUR HORSE Personality Types

The Four Horse Personality Types identified by Sue Spence (in her Horses Helping Humans Program) align perfectly with the Four Temperaments and DISC personality types.

The 4 Temperaments Model of Human Behaviour was first introduced by Hippocrates 400 years before Christ. Around 190 BC, Galen identified four classic types: Choleric, Sanguine, Phlegmatic, and Melancholy Types to describe human behaviour and personality insights.

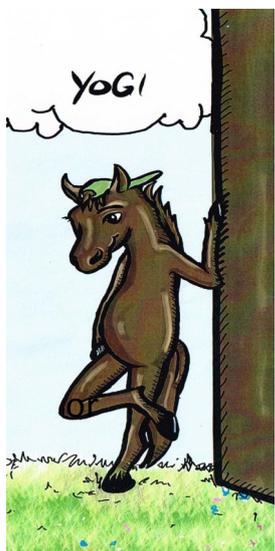
The DISC is now perhaps the most popular of all the Personality models. In 1928, William Marston changed the old Greek titles to: Dominant, Inspirational, Submissive and Compliant however these titles have changed over the years to those listed below.

SUNNY: Choleric Ambitious and leader-like
Dominant Outgoing and task orientated



Cholerics have a lot of ambition, energy and passion. They like to be leaders and be in charge. Great at quick decision making in situations which need instant action and in areas which need authority, may come across as intimidating to introverted personality types. Cholerics are both direct and firm when responding to others and they do not easily empathise with the feelings of others. Their activity almost always has a purpose because they are by nature, result orientated and usually do not give in to the pressure of what others think. Many great past and present leaders were and are Choleric. When under pressure they can be dominant and demanding; when they are calm they are loyal, protective, reliable and decisive. Cholerics' role in life is to make others feel safe.

YOGI: Sanguine Pleasure seeking and sociable
Influential Outgoing and people orientated



The Sanguine temperament is fairly extroverted. People of a Sanguine temperament tend to enjoy social gatherings and making new friends. It is not unusual to feel as if you have known the Sanguine person for years after only a few minutes. Sanguines are so people orientated that they easily forget about time and are often running late. Sanguines get bored easily because of their orientation to social involvement and activity. Their attention span is based on whether or not they are interested in the person event. They can change their focus or interest in an instant.

Sanguines tend to be competitive and disorganised. They are enthusiastic, vivacious, can be impulsive and have a sense of humour. They are very motivated but can come across as boisterous when their energy is up. When under pressure they become pushy, bossy, tunes out or shuts down. When calm, they are playful, fun to be around and adventurous. Sanguines' role in life is to motivate others.



MINDY: Melancholic Introverted and Thoughtful
Conscientious Reserved and Task Orientated

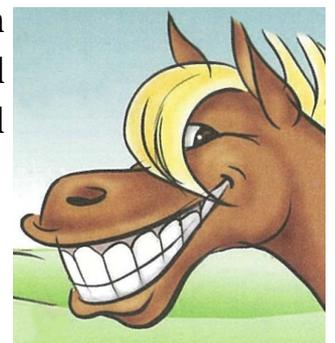
The person who is a thoughtful ponderer, has a melancholic disposition. Often very considerate they get rather worried when they are not on time for events. They are self-sacrificing, gifted and tend to be a perfectionist. Melancholics are very sensitive to others. The Melancholic is well-organised and is determined to make the right and best decision. The Melancholic can fear taking the risk and making the wrong decision. They find it hard to say "No" and can feel intimidated by extroverted personality types. They are sensitive and empathetic to others and are thoughtful, deep thinkers. When under pressure they can be nervous, fearful, anxious, defensive and have a lack of boundaries. When calm, they are loving and sensitive to others. Melancholics' role in life is to make others feel cared for.



LARRY: Phlegmatic Relaxed & Quiet
Steady Reserved and
 People Orientated

The Phlegmatic is a calm, easy going person. They are very consistent, rational, curious and observant, making them good administrators. They are great mediators as they get along with everyone and they have a quiet sense of humour. They like routine and are great at attention to detail. They are persistent and consistent in whatever they undertake. Due to their dislike of confrontation they can become defensive when pushed. When under pressure they can be uncomfortable and nervous and when calm they are fun loving, sensitive to others and confident.

Phlegmatics' role is to organise and instil security in people.



Assertive, Aggressive or Passive?

How do you react to challenging circumstances?

Do you

- **Avoid any sort of confrontation** as the mere thought of it can fill you with dread or fear,

Or

- **Get so angry** you feel as if you will explode unless you can get your point across?

Or

- **Face circumstances calmly and confidently**, saying what you feel without being demanding and aggressive or apologising and fearful?

Learning to **control our emotions** is a huge step towards becoming **calm and assertive**. We are usually totally unaware of our emotions getting out of control until it is too late!

Being aggressive encourages others to be aggressive and defensive, sometimes fuelling a confrontation into violence.

Staying passive leads to a decrease in self respect, and a loss of control in a situation which could affect our safety.

By learning to become assertive we can be in control, respecting others and yourself!

REACTIVE

- Defensive
- Aggressive
- Timid and nervous
- Frustrated
- Out of control

RESPONSIVE

- In control
- Assertive
- Confident
- Calm
- Focused

*As you feel yourself starting to react, deep **jelly belly breathing** can help you to respond to the situation instead of reacting to it.*

Communication Skills

Developing new communication skills improves relationships and builds self-esteem.

Are you

- Already assertive but don't realise where you may cross the line into bullying or aggression?

Or

- Feel you are becoming assertive but still get incidents where you are left feeling guilty or angry as you have been unable to fully express your feelings?



As soon as you react to a situation it gives permission for the other party to react also, leading to:



If you can stay calm and in control it can help lower the other person's aggressive energy. Subsequently, if you are usually passive in a demanding situation, but can learn to calmly express yourself, bullies will start to respect your stand.

(These examples do not include dealing with violent or dangerous people.

Please seek professional advise should you be involved with any physical abuse)

PARALYSED ←————→ ASSERTIVE ←————→ AGGRESSIVE

Our goal today is to see if you can recognise any areas in your life which may need to be brought into balance, whether it is with your family, friends or at work.



THE IMPORTANCE OF BREATHING CORRECTLY WHEN COMMUNICATING

“Breathing is critically important to successfully maintaining low adrenaline levels.
Adrenaline down, communication & learning up.”

Monty Roberts

It is critical to remember that your body is communicating exactly what you are really thinking and feeling whether you realise it or not. This is what is known as our body language.

THE STEPS TO FOLLOW TO DROP YOUR ADRENALINE

Start by standing fully relaxed and expelling all the air out of your lungs. Then breathe in deeply through your nose to a count of 8, hold for the count of 7, exhale completely through your mouth to the count of 8; pause before breathing back in, completely relax your belly. Release all tension from your mid-rift, then repeat breathing back in through the nose, hold, completely out through the mouth, now relax your belly even more. During each circuit of slow, calm breathing relax your belly more and more. It is very important to keep your eyes very still, so focus on something in front of you or close your eyes.

INTUITION

Usually our intuition will always let us know when we are starting to cross a line which is not good for us to cross!

By learning to listen to this inner warning device we can help avoid potentially uncomfortable or dangerous situations.

One of the main reasons people are not aware of their intuition nudging them is stress. Being continually busy, never having quiet time and not knowing how to relax is why this God given ability to help guide us is now almost non audible.

Anxiety or frustration dulls our intuition so jelly belly breathe until calm and centred! Relaxation is one of the most valuable habits we can form.

It will:

- Improve clarity of thought
- Help lead you towards emotional control
- Improve your health – the benefits of which are too many to list!



THE THREE STEPS TO ACHIEVING SUCCESSFUL COMMUNICATON

“Diffuse before you discuss”

1. *Emotional Control*

Become neutral, drop your energy, take some deep jelly belly breaths, whatever it takes to become calm and clear headed. Do not proceed with communication in fact do not even enter the room until you are in control of your impulse emotions! (conditioned response).

Overcoming our fears and natural impulses (whether they are aggression, frustration, anxiety, panic, indecisiveness, feeling out of control or apathy).

Staying calm, assertive, focused and confident builds trust and respect (in both horses and humans)!

2. *Focus*

Focus on your energy and body language, breathe out between your sentences, and keep your body soft and open. Do not allow your reactions to take over.

3. *Intent*

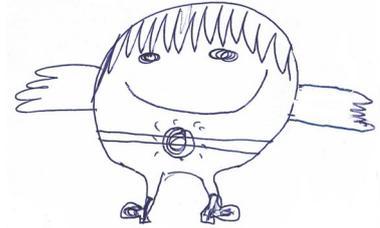
Have a positive purpose, what is it you need to express? Express it clearly and calmly without excessive words or emotion.



BODY LANGUAGE AND BOUNDARIES

The most important thing is to keep your shoulders and arms completely relaxed through all communication. Tight shoulders and arms look defensive. Extrovert out softly, breathe out while softly taking your arms away from your sides. Remember, introverting your body language in and up closes the doors of communication.

The softly extroverted cartoon puffer fish is a great example of soft, open, confident body language!

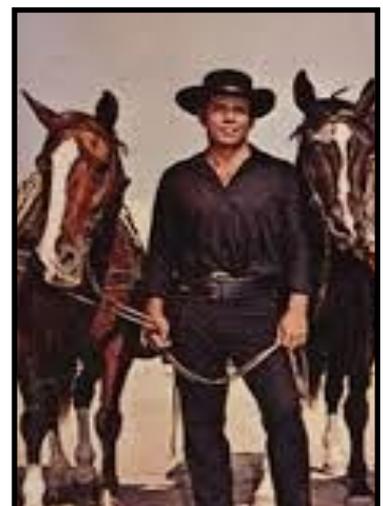


The three main body language things to remember are:-

(1) **To be strong on the bottom** (Power Stance), feet shoulder width apart. For women it's the Wonder Woman stance; for gentlemen it's the old fashioned Cowboy hero's stance from the old western movies.

(2) **Project confidence from the middle**. For women, imagine that you are showing a beautiful shiny belt buckle or imagine you have a belly button piercing that you are proud of! Your arms are soft and held gently away from your body. For gentlemen, imagine you're wearing a Chippies Belt, a fully equipped tool belt so your arms are of course away from your sides and your hands are open and soft, so there is no tension.

(3) **Staying soft on top** This means being conscious that your jaw, shoulders and arms stay completely relaxed throughout the communication so you at no time come across as reactive or defensive.



Tips for effective boundaries:

If you are really busy and someone asks you to do something for them, don't give an answer straight away. Take the time to think first and listen to your gut feeling. If you are uncomfortable, or stressed about it, say "No!"

Breathe out between your sentences – breathe out before entering rooms.

- When you start to realise you are in control of situations, you will start acting out of free will, which includes a willingness to help people, and not with feelings of dread or built. Down tone at the end of sentences as you breathe out.
- If your "No" is effective at the very start, people will respect that and back off! Breathe out when you say no! Red Light, Green Light, No Amber!
- Don't let people wear you down to say "Yes", when you really want to say "No". Imagine projecting a shiny belt buckle or belly piercing or tattoo around belly button.



All through the day be conscious of your energy and when you need to drop it . (by doing the jelly belly breathing).

Sunny Choleric, remember to breathe out before you enter a room and to breathe out between your sentences. Your strength is in your softness.

TIPS For Sunnys

Never underestimate how much humans, as well as horses, can feel the tension you hold when you have reactive emotions running. So breathe it all out and relax that belly as soon as you start to get reactive! If you struggle with frustration and anger rises quickly , be very conscious of breathing out completely before asking your horse or human to do anything. If you don't all that energy will come across as a ' TELL " and doors of communication will quickly close. More sensitive anxious personalities (horse and human) will shut down, as they will feel intimidated. Be vey conscious also that you don't have " Agenda " energy relax your whole body, even your feet (as they will stride your agenda into the room or paddock and set off reactions.) Imagine changing yourself from a Karate instructor to a Tai Chi instructor! Doors of communication open so much more when you realise that your strength lies within your ability to be soft as soft calmness is something everyone respects.

Mindy Melancholic, be conscious especially when you are speaking to extroverts, that you are displaying the body language of strong on the bottom, confident in the middle and soft on your top so your words will be heard. Your strength is your soft energy with strong body language.

TIPS For Mindys

If you tend to get more anxious when working with your horse and humans it's important that you also remember to breathe out completely as nervous energy feels just as uncomfortable to others as frustrated energy.

Make your body wider by standing with feet shoulder width apart and not locking your arms into your sides. Closing your body language down (as well as making you look not confident) will also make you feel less confident. Its amazing the difference in how you feel once you have adjusted your body language.

As you will see in the photos of the young man (Jake) who was trying to get Sunnys attention to back up (Sunny wasn't listening at all until I changed Jakes body language) He got Sunnys attention and went on to use this body language in successful work presentations!



If you have a problem saying NO using this same open body language helps immensely.

You now look more decisive and it reduces the risk of a disrespectful person thinking they can wear you down to say Yes !



Larry Phlegmatic, focus on keeping your shoulders completely relaxed so at no time will you look defensive. Your strength is your calm, consistent energy.

TIPS for Larrys

Larry represents personalities that are more laid back, are great at organising and are really helpful to other personalities. They like to do things well so may at times over think how they are practicing their horse training or completing school assignments. Especially on show days as sometimes you are trying so hard to get everything perfect your body can tense up which makes your horse uncomfortable. The best thing to do is just relax as you do your best . !!

Yogi Sanguine, also breathe out between your sentences and focus on standing still when you are speaking things of importance. Your strength is in your stillness.

TIPS for Yogi's - when its hard to focus !

If you imagine you have laser beams coming out of your eyes like torch beams shining on to what you have to apply yourself to, or where you need to walk to, it helps to turn on the focused part of your brain as when your eyes have less movement so does your brain! You will feel calmer and teamed with your belly breathing you appear much more calm and focused . Breath slow, talk slow , move slow when you start to feel energy building up and you're having trouble concentrating on something you need to do.

Horses Helping Humans was licensed in 2016.

Trained licensees are now making a difference in their local communities Australia Wide.

HORSES WHO HEAL

The story of a gifted horsewoman
and the lives transformed

**HORSES
WHO
HEAL**

Sue's book
is available on the
Horses Helping Humans
Website

SUE SPENCE

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www.hwyp.com.au

Contact: Suzanne Spence
M: 0416 146 396 E: suespence101@gmail.com
www.horseshelpinghumansaustralia.com