

Effective Communication Worksheet

Listening Skills

1. Disarming

You find some truth in what the other person is saying, even if what they are saying seems totally unreasonable or unfair.

Other person:

You:

2. Empathy

You put yourself in the other person's shoes and try to see the world through his or her eyes.

- Thought empathy: You paraphrase the other person's words

Other person:

You:

- Feeling empathy: You acknowledge how he or she is probably feeling

Other person:

You:

3. Inquiry

You ask gentle, probing questions to learn more about what the other person is thinking and feeling.

Other person:

You:

Self-Expression Skills

4. Pure "I" statements

You use "I" statements, such as "I feel upset," rather than "you" statements, such as "You're wrong!" or "You're making me furious!"

Other person:

You:

5. Pure factual statements

You simply state, in a calm tone and without judgment, what the facts are.

Other person:

You:

6. Genuine Praise

You find something genuinely positive to say to the other person, even in the heat of battle. You convey an attitude of respect, even though you may feel very angry with the other person.

Other person:

You: (calmly)

Some of this material is adapted from David Burns, MD, author of "Intimate Connections" and "The Feeling Good Handbook."



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