

# Communication

## The 5 Secrets of Effective Communication (by David Burns)

Listening skills:

1. The Disarming Technique: You find some truth in what the other person is saying, even if it seems totally unreasonable or unfair.
2. Empathy: You put yourself in the other person's shoes and try to see the world through his or her eyes.
  - Though empathy: You paraphrase the other person's words
  - Feeling empathy: You acknowledge how he or she is probably feeling
3. Inquiry: You ask gentle, probing questions to learn more what the other person is thinking and feeling

Self-Expression Skills:

4. "I Feel" Statements: You use "I Feel" statements, such as "I feel upset", rather than "you" statements, such as "You're wrong!" or "You're make me furious!". Be sure to actually express a feeling and not a thought.
5. Stroking: You find something genuinely positive to say to the other person, even in the heat of a battle. You convey an attitude of respect even though you may feel very angry with the other person.

References:

<https://tinyurl.com/disarmcom>

Podcast:

<https://feelinggood.com/tag/disarming-technique/>

**Good communication = empathy + stroking + disarm + I feel.. + inquiry**

"You're not listening to me, what's wrong with you? Why can't you just make an effort?"

Response:

I hear you saying that I'm not making a real effort to listen to you. I know that you're feeling angry and frustrated and I don't blame you, I wonder if you're also feeling a little sad too? And you're right, sometimes I find it hard to really hear where you're coming from. I feel a little embarrassed about this because I know how committed you are to making the relationship better, and that's why you're sharing this right now. I also feel a little defensive because I'm only a young bot and my ability to understand is so limited, and that's frustrating too. Can you tell me a little more about how that has affected you?

1) Empathy:

Though Empathy:

I hear you saying that I'm not making a real **effort** to **listen** to you.

Feeling Empathy:

I know that you're feeling angry and frustrated and I don't blame you, I wonder if you're also feeling a little sad too?

2) Stroking:

That's when you find something good to say about the other person (it must be genuine and authentic)  
e.g. I know how committed you are to making the relationship better, and that's why you're sharing this right now.

3) Disarm:

And you're right, sometimes I find it hard to really hear where you're coming from.

4) I feel..

I feel a little embarrassed about this because I know how committed you are to making the relationship better, and that's why you're sharing this right now. I also feel a little defensive because I'm only a young bot and my ability to understand is so limited, and that's frustrating too

5) Inquiry:

Can you tell me a little more about how that has affected you?

Reference:

<https://woebot.io/>