

The Five Secrets of Effective Communication
(Talk with your EAR)

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E = Empathy
1. The Disarming Technique (DT): Find some truth in what the patient is saying, even if it seems unreasonable or unfair.
2. Empathy: Put yourself in the patient's shoes; try to see the world through his or her eyes. <ul style="list-style-type: none">• Thought empathy (TE): Paraphrase the patient's words.• Feeling empathy (FE): Acknowledge how the patient is probably feeling, based on what she or he said.
3. Inquiry (IN): Ask gentle, probing questions to learn more about what the patient is thinking and feeling.
A = Assertiveness
4. "I Feel" Statements (IF): Express your feelings tactfully, using low-key, dignified language. Use "I feel" statements (such as "I'm also feeling upset") rather than "you" statements (such as "you're not listening") which put the other person on the defensive.
R = Respect
5. Stroking (ST): Find something genuinely positive to say, even in the heat of battle. Convey an attitude of respect, even though you may feel frustrated.