


Having Deeper Conversations

EAR Checklist*				
Instructions. Review what you wrote down in Step 2. Was your statement an example of Good Communication or Bad Communication?				
	Good Communication	✓	Bad Communication	✓
Empathy	1. You acknowledge the other person's feelings.		1. You ignore the other person's feelings.	
Assertiveness	2. You express your feelings openly and directly.		2. You fail to express your feelings openly.	
Respect	3. Your attitude is respectful and caring.		3. Your attitude is not respectful or caring.	

Empathy

Disarming Technique: "You're right," followed by a statement affirming the truth in what the other just said.

Empathy:

Thought Empathy: "What I'm hearing you say is that" followed by a summary of what the other just said.

Feeling Empathy: "I imagine that you might be feeling X, Y, and Z" (feeling words, like "upset," "anxious," or "angry,")

Inquiry: Ask if your right in understanding feelings. "Am I getting that right?"

Assertiveness

"I Feel" Statements: "I'm feeling X, Y, and Z right now," where X, Y, and Z (feeling words like sad, concerned, awkward, hopeful)

What NOT to say: "I feel like you . . ." since this ends up being a criticism.

Respect

Affirmation: Convey caring and respect. Something like "I appreciate how open we are with each other. . ." or "It means a lot to me that you brought this up."