



Secrets of Effective Communication You Can Learn (From My Failures!)

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CAN WE LEARN FROM WHEN THERAPY FAILS?

Common Cognitive Distortions

All or Nothing
Thinking

Should Statements

Overgeneralization

Labelling

Jumping to
Conclusions

Blame

COST BENEFIT ANALYSIS

STATUS QUO

DISADVANTAGES

ADVANTAGES

MAKING A CHANGE

DISADVANTAGES

ADVANTAGES

Create a burning platform for change



PARADOXICAL COST BENEFIT

STATUS QUO

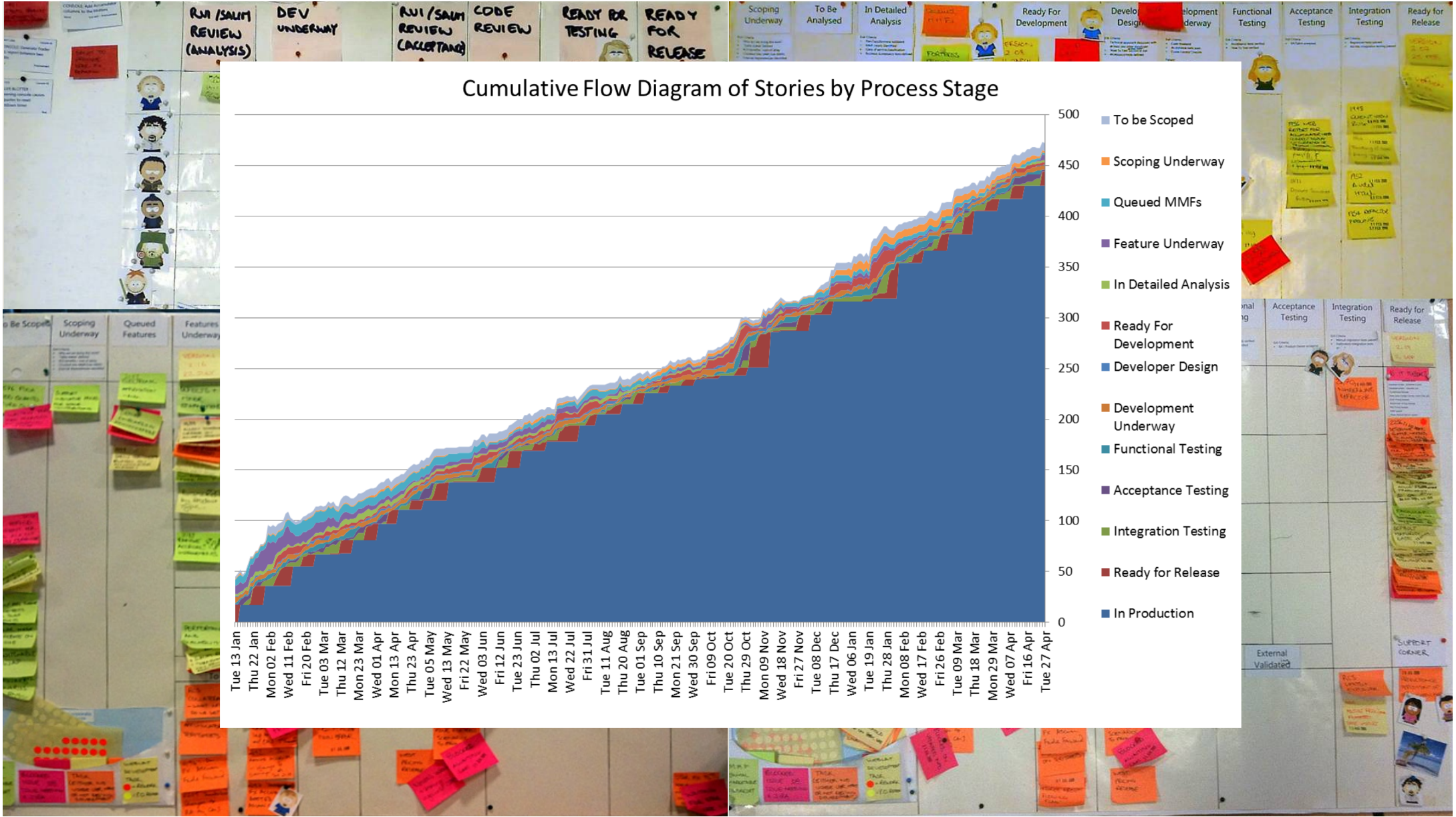
ADVANTAGES

MAKING A CHANGE

DISADVANTAGES

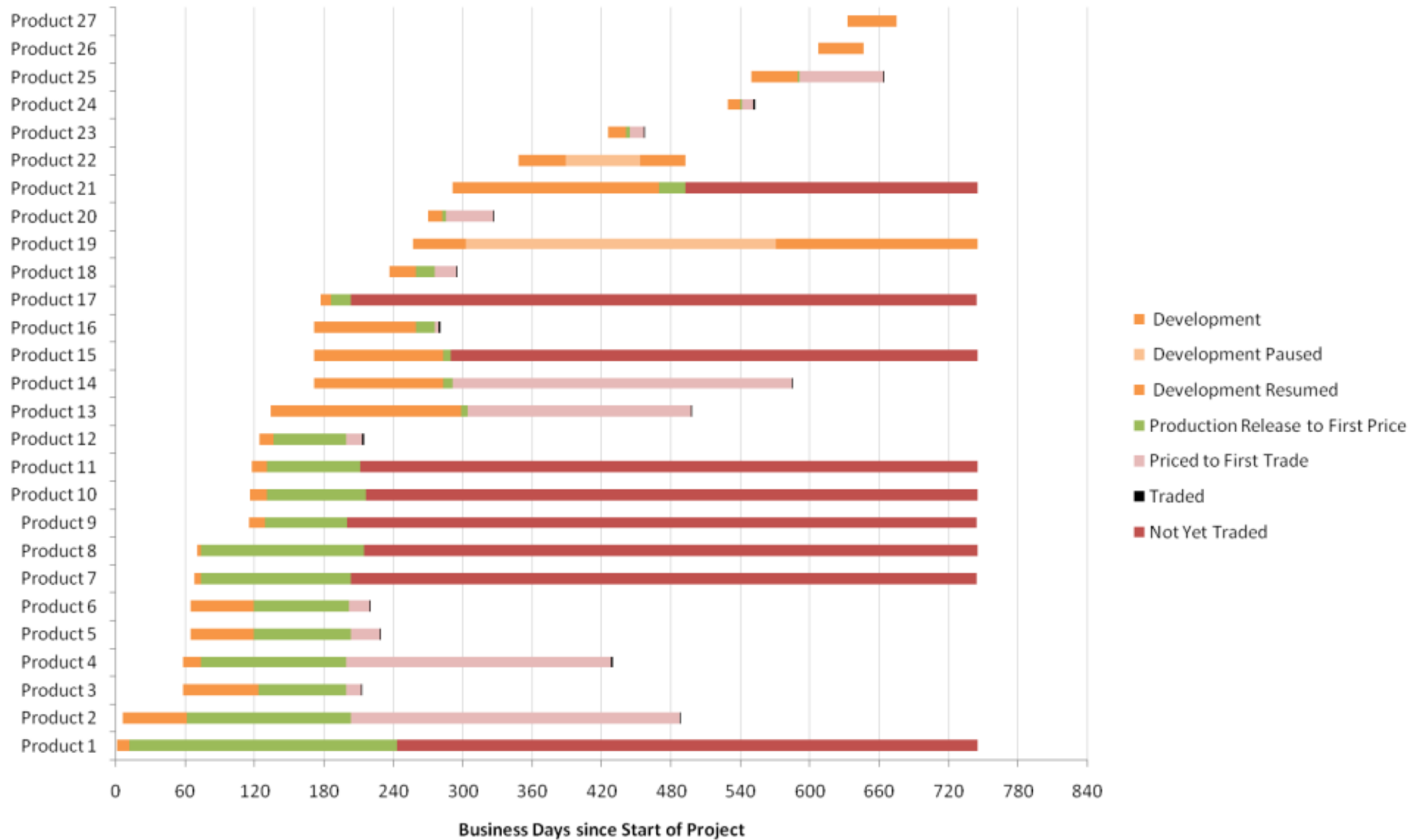
**INDIVIDUALS AND INTERACTIONS:
HOW MY FAILURES TAUGHT ME ABOUT EFFECTIVE
COMMUNICATION AND RELATIONSHIPS**







Timeline of Products from Development to Production Trading



The Conversation I Had

Me: (Joking) I think this may be the best graph I ever produced [explain detail]. I thought it might be interesting to review here.

Sponsor: This graph shows how well the technical team has done and how badly we have made business decisions.

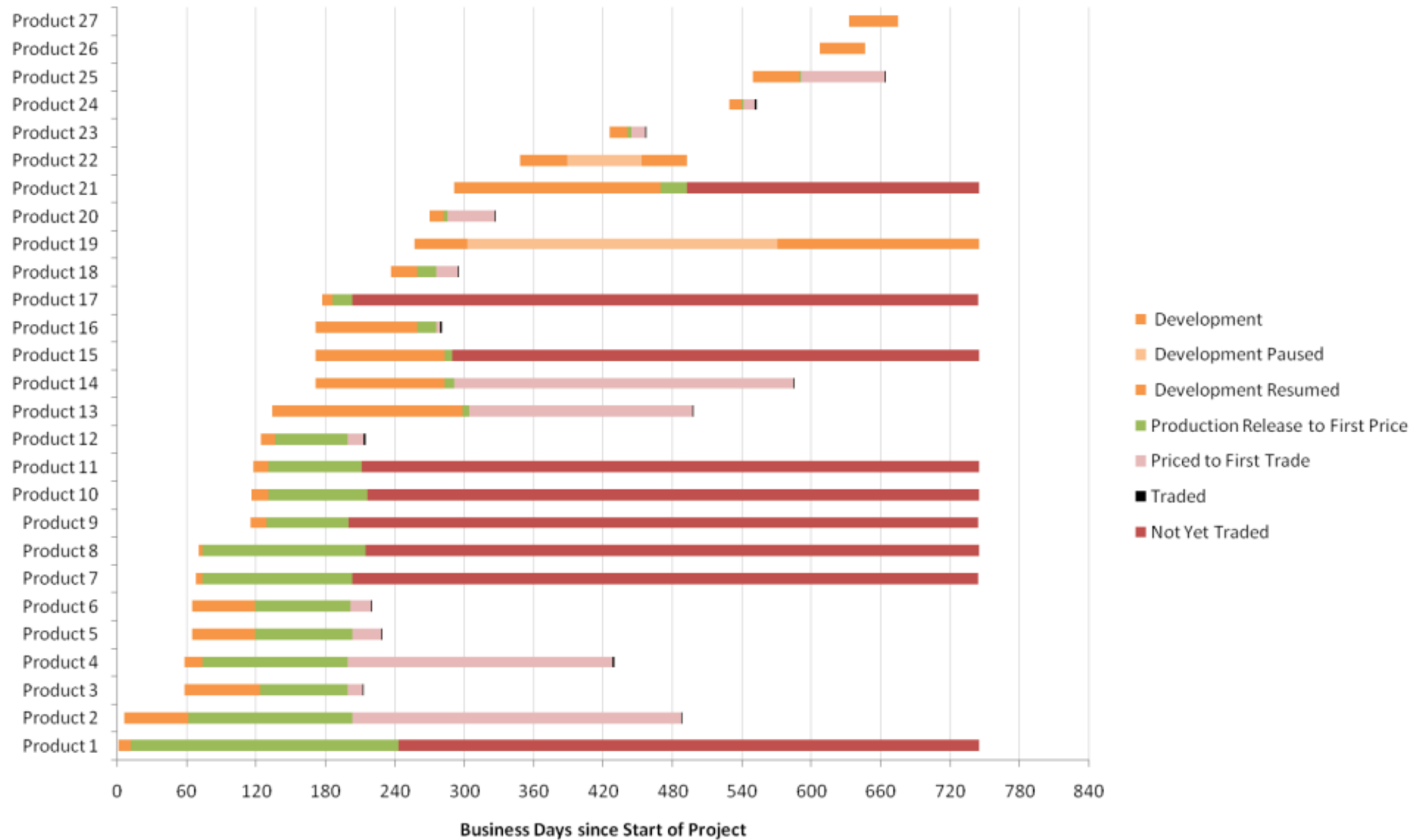
Me: OK, well maybe we can talk about it later. Let's move on

**WE PROVOKE AND MAINTAIN THE EXACT
RELATIONSHIP PROBLEMS WE COMPLAIN ABOUT**

**(AND WE DON'T LIKE TO REALIZE THIS,
WE LIKE TO FEEL LIKE VICTIMS
AND SAY IT'S ALL THE OTHER PERSON'S FAULT)**

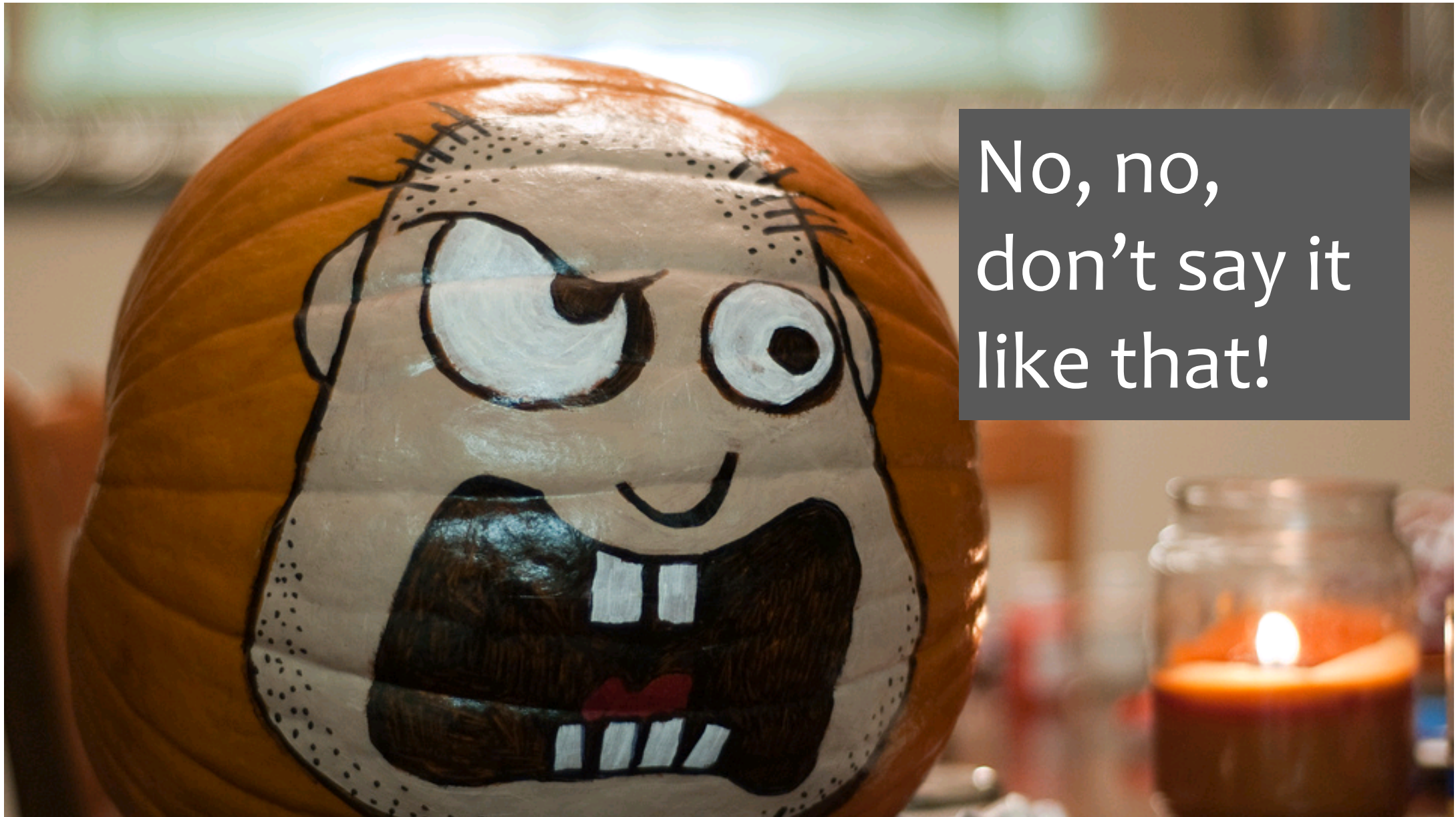
TOXIC POLITICAL ENVIRONMENT

Timeline of Products from Development to Production Trading



WE DENY OUR OWN ROLE IN THE CONFLICT BECAUSE:

- WE ARE REWARDED BY THE PROBLEM WE COMPLAIN ABOUT**
- SELF-EXAMINATION IS SHOCKING AND PAINFUL**



No, no,
don't say it
like that!

How we think we act and

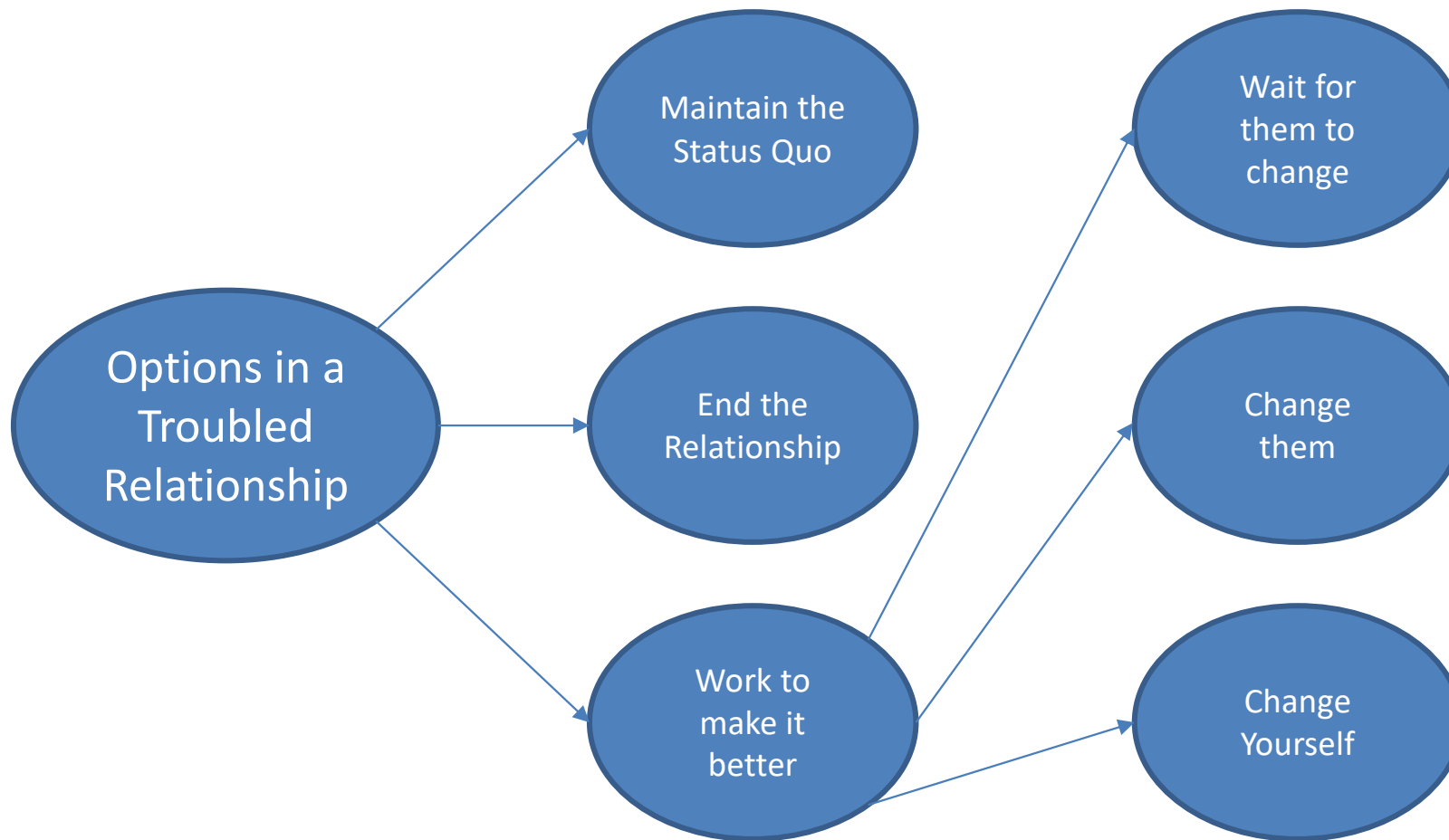
How we tell others we act

≠

How we actually act

**WE HAVE MORE POWER THAN WE THINK TO
TRANSFORM TROUBLED RELATIONSHIPS**

**IF YOU'RE NOT PART OF
THE PROBLEM,
YOU CAN'T BE PART OF
THE SOLUTION**



THOUGHT EXPERIMENT:

THINK OF SOMEONE YOU REALLY DON'T LIKE



MAGIC BUTTON



Source: David D Burns

WHO'S MORE RESPONSIBLE?

WE HAVE MORE POWER THAN WE THINK TO TRANSFORM TROUBLED RELATIONSHIPS

IF WE ARE PREPARED TO:

- **STOP BLAMING THE OTHER PERSON**
- **FOCUS ON CHANGING OURSELVES**

Five Secrets of Good Communication

E - Empathy

A - Assertiveness

R - Respect

Five Secrets of Good Communication

E - Empathy

1. Disarming Technique

2. Thought / Feeling Empathy

3. Inquiry

A - Assertiveness

4. “I feel ...” statements

R - Respect

5. Affirmation / Stroking

Empathy: Disarming Technique

Finding truth in what the other person is saying, even if it seems blatantly wrong, or illogical, or exaggerated.



Empathy:

Thought / Feeling

Thought Empathy - You paraphrase the other person's words

Feeling Empathy - You acknowledge how the other person is probably feeling, based on what he or she said



Empathy: Inquiry

You ask gentle, probing questions to learn more about how the other person is thinking or feeling



Assertion:

“I Feel” Statements

You express your own thoughts and feelings openly and directly using words that describe your emotions



Respect: Affirmation / Stroking

You express positive regard for the other person, no matter how upset you feel



5 Steps with the 5 Secrets

What was said

Me: (Joking) I think this may be the best graph I ever produced [explain detail]. I thought it might be interesting to review here.

1. Write what you said

5 Steps with the 5 Secrets

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2. Write what they said

5 Steps with the 5 Secrets

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3. Was this good or bad / communication?

5 Steps with the 5 Secrets

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4. What were the consequences?

5 Steps with the 5 Secrets

Old Response

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Me: OK, well maybe we can talk about it later. Let's move on

New Response

You're right, I did want to highlight products that weren't used [DT]. I could imagine you are annoyed at being criticised [FE] for making bad business decisions [TE]. I want to help build products that you value [ST] and am confused about some of the choices [IF]. Could I set up a meeting to find out more about what product we might build next? [IN]

5. Practice a new response

Practice!

Work with some else take the role of someone you'd like to communicate better with

Pick a skill to practice

Give one response

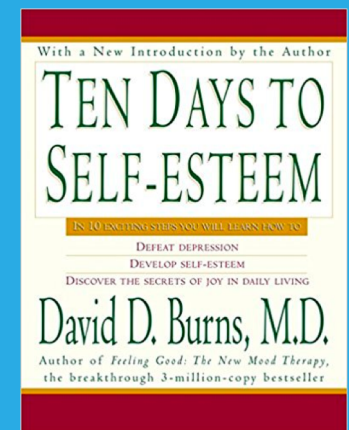
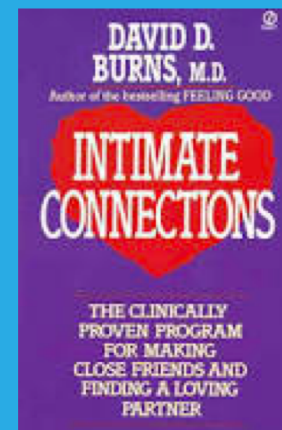
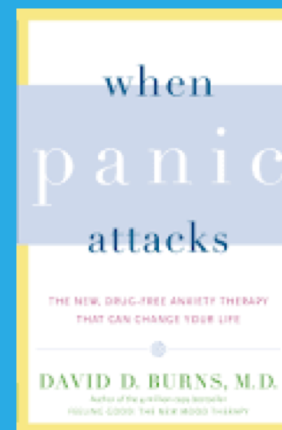
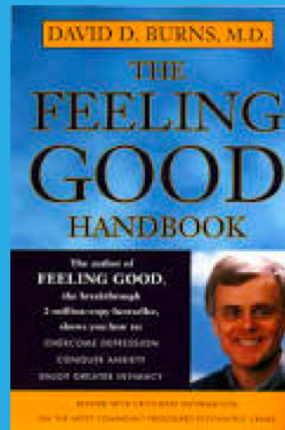
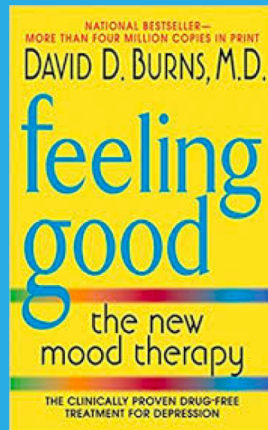
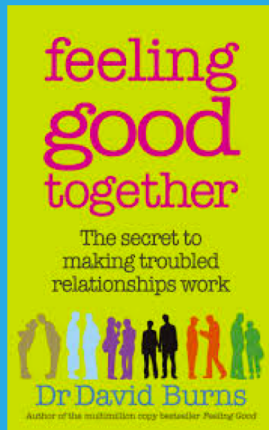
Ask your partner to grade you



Summary

- Focus on Agenda setting before ‘helping’ with methods
- Introducing change relies on communication and relationships
- Practice the skills in the five secrets of effective communication

Dr David Burns - www.feelinggood.com



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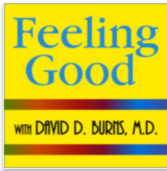
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Feeling Good Podcast | TEAM-CBT – The New Mood Therapy

By David Burns, MD

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Description

You Can Change the Way You Feel! This podcast features David D. Burns MD, author of "Feeling Good, The New Mood Therapy," in conversation with Fabrice Nye, PhD, describing powerful new techniques to overcome depression and anxiety and develop greater joy and self-esteem. For therapists and the general public alike!

| Name | Description | Released | Price |
|----------------------------------|----------------------------|-----------|-------|
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| 2 084: Role-Play Technique... | David describes watch... | 4/16/2018 | Free |
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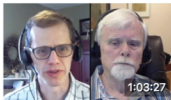
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David Burns MD Public Page

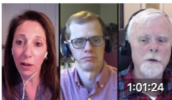
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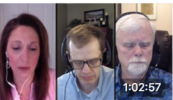
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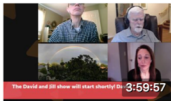
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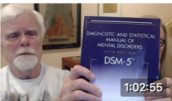
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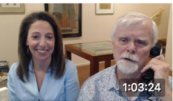
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