

The Five Secrets of Effective Communication *

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.
 - **Thought 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 about 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 making me furious!")
5. **Stroking:** 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.