Communication Model

Activating Event　　　　What happened? What is the issue to be discussed? When . . .

Beliefs　　　What do you believe or think about what happened?

Condition of Feelings　　　How do you feel about what you believe and/or what happened?

Desires, Wants, and Needs　　　What is it that you want from this conversation?

Empathy　　　What do you imagine the other person is feeling or thinking?

Use the **Empathy** statement at the beginning and at the end **E,A,B,C,D,E**.
Use "I" statements: I think, I feel, I need, I believe.
Do not use "You" statements: "You make me feel . . ." "You need to . . ."
Do not use "road blocks": "When 'YOU' slammed the @%$#! door.

Go through the model in your mind before you say anything.
You may not need to say anything to the other person.

If it "doesn't work" or you are interupted, simply continue the conversation using the model. I.e. Your next activating event was the interrption or sacastic response or . . .

Empathy　　　　**Empathy**　　　　**Empathy**