Revise Your Communication Style * Step One Write down exactly what the other person said. Be brief
Step Two Write down exactly what you said next. Be brief:
Step Three Was your response an example of good or bad communication? Why? (See the chart on the reverse.) Will your response make the problem better or worse? Why?
Step Four Substitute a more effective response. Use the "Five Secrets of Effective Communication" on the reverse. If your revised response is still ineffective, try again.

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