

HANDOUTS

It's All Your Fault: Mastering Cognitive Interpersonal Therapy

presented by

David Burns, M.D.

Day 1

8:30 **Basic Principles**

- What's Wrong with Current Treatments for Relationship Problems?
- The Dark Side of Human Nature - Do We Secretly Love to Hate?
- The Basics of Cognitive Interpersonal Therapy (CIT)

10:00 **Break**

10:15 **Setting up the Intervention**

- Empathy
- Interpersonal Decision-Making
- The Price of Intimacy

11:45 p.m. **Lunch** (*on your own*)

12:05 *Optional Lunch Presentation* (*No CE Credit*)

1:15 p.m. **Treatment Methods**

- The Relationship Journal
- The EAR Checklist: Good versus Bad Communication
- Who's Really Causing the Problem?
- The Five Secrets of Effective Communication

2:45 **Break**

3:00 p.m. **Live Demonstration**

- Healing Yourself—Please Check Your Ego at the Door!

4:30 **Adjournment**

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Day 2

8:30 **Live Demonstration (Cont'd)**

- More Personal Healing
- Resistance Revisited
12 Good Reasons: Not to Listen, Not to Express Your Feelings, Not to Treat the Other Person with Respect
- The Interpersonal Downward Arrow - Psychoanalysis at Warp Speed

10:00 **Break**

10:15 **Making Therapists and Clients Accountable**

- How to Track Therapeutic Progress and Monitor the Therapeutic Alliance

11:45 **Lunch** (*on your own*)

12:05 *Optional Lunch Presentation* (*No CE Credit*)

1:15 p.m. **Helping Troubled Couples**

- The Relationship "Probe"
- The One-Minute Drill

2:45 **Break**

3:00 **Helping Troubled Couples (Cont'd)**

- The Don Baucom Technique
- Integrating CIT with Spirituality

4:30 p.m. **Adjournment**

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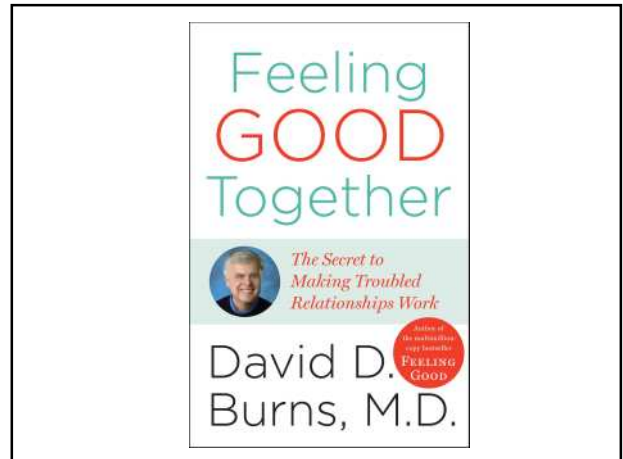
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**“And It’s All *Your* Fault!”—
An Introduction to T.E.A.M. Therapy for
Interpersonal Conflict**

David D. Burns, M.D.
Stanford Medical School

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Therapist’s Toolkit*

Comprehensive Assessment and
Treatment Tools for
the Mental Health Professional

Part 1: Assessment Tools
Part 2: Treatment Tools

by **David D. Burns, M.D.**

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Workshop Exercise

- Think of one person you don’t get along with
 - Spouse, partner, or ex
 - Family member (sibling)
 - Friend, neighbor, or acquaintance
 - Boss or colleague
 - Patient
 - Customer

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Workshop Exercise (cont’d)

- Focus on one moment in that conflict
 - Select an interaction that did not go very well
 - You need help with it

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Workshop Exercise (cont’d)

- She or he might have been
 - Complaining
 - Arguing
 - Criticizing
 - Pouting
 - Shouting

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Workshop Exercise (cont'd)

- Write down one thing the other person said to you
 - Step 1 of Relationship Journal
- Ask yourself how you were feeling
 - Hurt, angry, inadequate, frustrated, anxious, discouraged, resentful, etc.

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Workshop Exercise (cont'd)

- Write down exactly what you said next
 - Step 2 of Relationship Journal

8

Workshop Exercise (cont'd)

- If you can't remember, just make something up
 - The kinds of things the other person typically says (Step 1)
 - And how you typically respond (Step 2)

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Why Can't We All Just Get Along?— Theories of Human Conflict

- Deficit Theory
- Barrier Theory
- Motivational Theory

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Deficit Theory

- We want intimacy but lack
 - Interpersonal skills
 - Communication skills
 - Problem-solving skills
 - Negotiating skills
 - Self-esteem

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Barrier Theory

- We want intimacy but something gets in the way
 - Distorted Negative Thoughts
 - Self-Defeating Beliefs
 - Unrealistic Expectations
 - Differences between men and women
 - Traumatic childhood patterns that we recreate

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Deficit and Barrier Theories Share the Belief That

- Humans are basically good
 - We yearn for joyous, loving, peaceful, rewarding relationships with others
 - But we simply lack the skills
 - Or—some barrier gets in the way

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Deficit and Barrier Theories Share the Belief That

- Evil is an artifact
 - Positive, forgiving view of human nature
 - Hopeful idea as well, because
 - We can provide people with the tools they lack
 - We can remove the barriers to love and intimacy

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Motivational Theory

- We're attracted to hostile, conflicted relationships

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Motivational Theory

- Positive, loving motives and negative, destructive motives are an inherent part of human nature and compete on equal terms
 - We have enemies because we WANT them
 - We don't get along because we don't WANT to

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Motivational Theory

- Much less optimistic
 - A dark side to human nature
- Makes us far more accountable
- Compatible with most religious traditions
 - Jewish
 - Christian
 - Others

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Lower Forces Compete with Our Desires for Intimacy

- | | |
|---------------------|------------------|
| • Truth | • Blame |
| • Pride | • Hidden Agendas |
| • Power | • Scapegoating |
| • Revenge | • Self-Pity |
| • Moral Superiority | • Greed |

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The Dark Side of Human Nature

- Do we secretly love to hate?

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Therapeutic Consequences of Not Dealing with the Dark Side

- Incorrect conceptualization of causes
- Overlook powerful forces that maintain the conflict
 - Stiff patient resistance
 - Therapist frustration

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Basic Principles of T.E.A.M. Therapy for Relationship Problems

1. We forcefully create the relationship problems that we complain about so bitterly
2. We insist on being victims don't want to examine our own role in the conflict
3. We have more power than we think
 - If we give up blaming others and focus on changing ourselves

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Example of the First Principle

1. We forcefully create the relationship problems that we complain about so bitterly
 - The man with a critical, bitchy wife

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Example of the Second Principle

2. We insist on being victims and are reluctant to examine our own role in the conflict
 - The man who couldn't express his feelings

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Example of the Third Principle

3. We have far more power than we think
 - IF we're willing to pinpoint on our own role in the problem and focus ENTIRELY on changing ourselves

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Does (CBT) Work for Relationship Problems?

- T.E.A.M. and Cognitive Behavior Therapy (CBT) are radically different
 - Theory
 - Methods
 - Goals

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CBT (cont'd)

- John is depressed following his break-up with Jill
 - He feels --
 - sad, guilty, inferior, inadequate, lonely, hopeless, anxious, ashamed, frustrated
 - mostly in 70% to 100% range

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CBT (cont'd)

- John is telling himself:
 - The break-up is all my fault. 100%
 - I'll never have a loving relationship. 100%
 - I'm too disorganized and unskillful to practice psychotherapy. 85%
 - I won't be able to make an honest living with all my shortcomings. 100%

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CBT (cont'd)

- John's negative thoughts:
 - I'm destined for a life of poverty and loneliness. 90%
 - I'm not a good person. 80%
 - I deserve to be banished from the human race or separated from others for their own protection. 80%

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CBT (cont'd)

- Are there any distortions in John's thoughts?

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10 Cognitive Distortions

- All-or-Nothing Thinking
- Overgeneralization
- Mental Filter
- Discounting the Positive
- Jumping to Conclusions
 - Mind-Reading
 - Fortune-Telling
- Magnification and Minimization
- Emotional Reasoning
- Labeling
- Should Statements
 - Self-Directed
 - Other-Directed
- Blame
 - Self-Blame
 - Other-Blame

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CBT (cont'd)

- Mary is angry with Sam. She feels--
 - angry, frustrated, resentful, lonely, discouraged
 - mostly in 70% to 100% range

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CBT (cont'd)

- Mary is telling herself:
 - He's a jerk. 100%
 - All he cares about is himself. 100%
 - He'll *never* change. 100%
 - He *never* listens. 100%
 - Our problems are all *his* fault. 100%

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CBT (cont'd)

- Are there any distortions in Mary's thoughts?

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10 Cognitive Distortions

- All-or-Nothing Thinking
- Overgeneralization
- Mental Filter
- Discounting the Positive
- Jumping to Conclusions
 - Mind-Reading
 - Fortune-Telling
- Magnification and Minimization
- Emotional Reasoning
- Labeling
- Should Statements
 - Self-Directed
 - Other-Directed
- Blame
 - Self-Blame
 - Other-Blame

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CBT (cont'd)

- What are the consequences of
 - pointing out these distortions?

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How Does T.E.A.M. Therapy Work?

- T = Testing
- E = Empathy
- A = Agenda-Setting
- M = Methods

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T = Testing

- Research on Clinician Accuracy
 - Depression, Suicidal Urges, Anxiety, Anger
 - Therapeutic Empathy / Helpfulness

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T = Testing

- Assess feelings
 - Start and end of each session
 - Depression
 - Suicidal Urges
 - Anxiety
 - Anger
 - Relationship Satisfaction

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T = Testing

- Patient's Evaluation of Therapy Session
 - End of each session
 - Empathy
 - Helpfulness
 - Satisfaction with Therapy Session
 - Negative Feelings during Session
 - What you liked the *least*, the *best*

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Depression

Use checks (✓) to indicate how you're feeling right now.

	Before Session				After Session					
	0-Not at all	1-Somewhat	2-Moderately	3-A lot	4-Extremely	0-Not at all	1-Somewhat	2-Moderately	3-A lot	4-Extremely
1. Sad or down in the dumps					✓					
2. Discouraged or hopeless				✓		✓				
3. Low self-esteem or worthlessness				✓			✓			
4. Loss of motivation to do things				✓			✓			
5. Loss of pleasure or satisfaction in life				✓			✓			
Total	15				7					

Anger

Use checks (✓) to indicate how you're feeling right now.

	Before Session				After Session					
	0-Not at all	1-Somewhat	2-Moderately	3-A lot	4-Extremely	0-Not at all	1-Somewhat	2-Moderately	3-A lot	4-Extremely
1. Frustrated		✓								
2. Annoyed		✓								
3. Resentful			✓							
4. Angry		✓								
5. Irritated				✓						
Total	3				13					

Relationship Satisfaction Scale

	Before Session				After Session					
	0-Very dissatisfied	1-Somewhat dissatisfied	2-Neutral	3-Somewhat satisfied	4-Very satisfied	0-Very dissatisfied	1-Somewhat dissatisfied	2-Neutral	3-Somewhat satisfied	4-Very satisfied
1. Communication and openness					✓					
2. Resolving conflicts and arguments					✓					
3. Degree of affection and caring					✓					
4. Intimacy and closeness					✓					
5. Overall satisfaction				✓						
Total	15				6					

Empathy

	0 - Not at all true	1 - Somewhat true	2 - Moderately true	3 - Very true	4 - Completely true
1. My therapist was warm, sympathetic, and concerned.				✓	
2. My therapist seemed trustworthy.				✓	
3. My therapist treated me with respect.				✓	
4. My therapist did a good job of listening.				✓	
5. My therapist understood how I felt inside.			✓		
Total Score →					17

Helpfulness

	0 - Not at all true	1 - Somewhat true	2 - Moderately true	3 - Very true	4 - Completely true
1. I was able to express my feelings during the session.			✓		
2. I talked about the problems that are bothering me.				✓	
3. The techniques we used were helpful.		✓			
4. The approach my therapist used made sense.		✓			
5. I learned some new ways to deal with my problems.	✓				
Total Score →					7

Negative Feelings During the Session

	0 - Not at all true	1 - Somewhat true	2 - Moderately true	3 - Very true	4 - Completely true
1. At times, my therapist didn't seem to understand how I felt.			✓		
2. At times, I felt uncomfortable during the session.		✓			
3. I didn't always agree with my therapist.			✓		
Total Score →					5

Helpfulness

	0 - Not at all true	1 - Somewhat true	2 - Moderately true	3 - Very true	4 - Completely true
1. I was able to express my feelings during the session.			✓		
2. I talked about the problems that are bothering me.				✓	
3. The techniques we used were helpful.		✓			
4. The approach my therapist used made sense.		✓			
5. I learned some new ways to deal with my problems.	✓				
Total Score →					7

When Doing Couples Therapy, Assess Both Partner's Ratings

- Depression
- Anxiety
- Anger
- Relationship Satisfaction
- Evaluation of Therapy Session

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Empathy (Wife's Rating)

	0 - Not at all true	1 - Somewhat true	2 - Moderately true	3 - Very true	4 - Completely true
1. My therapist was warm, sympathetic, and concerned.				✓	
2. My therapist seemed trustworthy.				✓	
3. My therapist treated me with respect.				✓	
4. My therapist did a good job of listening.				✓	
5. My therapist understood how I felt inside.				✓	
Total Score →					20

Empathy
(Husband's Rating)

	0 - Not at all true	1 - Somewhat true	2 - Moderately true	3 - Very true	4 - Completely true
1. My therapist was warm, sympathetic, and concerned.		✓			
2. My therapist seemed trustworthy.			✓		
3. My therapist treated me with respect.			✓		
4. My therapist did a good job of listening.			✓		
5. My therapist understood how I felt inside.		✓			
Total Score →					7

Relationship Satisfaction Scale
(husband's rating)

	0 - Very Dissatisfied	1 - Moderately Dissatisfied	2 - Somewhat Dissatisfied	3 - Neutral	4 - Somewhat Satisfied	5 - Moderately Satisfied	6 - Very Satisfied
1. Communication and openness							✓
2. Resolving conflicts							✓
3. Affection and caring							✓
4. Intimacy and closeness							✓
5. Overall satisfaction							✓
Total →							30

Relationship Satisfaction Scale
(wife's rating)

	0 - Very Dissatisfied	1 - Moderately Dissatisfied	2 - Somewhat Dissatisfied	3 - Neutral	4 - Somewhat Satisfied	5 - Moderately Satisfied	6 - Very Satisfied
1. Communication and openness	✓						
2. Resolving conflicts	✓						
3. Affection and caring	✓						
4. Intimacy and closeness	✓						
5. Overall satisfaction	✓						
Total →							0

Three Ways to Evaluate Assessment Instruments

- Reliability
- Validity
- Clinical value

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Are the Brief (5-Item) Tests Reliable?

Coefficient Alpha

Burns Anxiety	Burns Depression	Relationship Satisfaction
.94	.94 - .96	.96

Are the Brief Tests Valid?

Scale	Measure	Correlation
Burns Depression	Beck Depression	.90
	SCL-90 Depression	.90
	Zung Depression	.87

Are the Brief Tests Valid?

Scale	Measure	Correlation
Burns Anxiety	Beck Anxiety	.93
	SCL-90 Anxiety	.88
	Zung Anxiety	.91

Are the Brief Tests Valid?

Scale	Measure	Correlation
Relationship Satisfaction Scale	Locke-Wallace MAT	.80
	Norton's QOM	.89
	Spanier's DAS	.91

Therapist Toolkit

- **Assessment Tools**
 - Numerous brief and full-length tests

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Therapist Toolkit

- **Treatment Tools**
 - Cognitive Behavioral Therapy
 - Interpersonal Therapy
 - Group, Couples, and Family Therapy

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Toolkit (cont'd)

- **Psychometric Information**
 - Scoring keys
 - Instructions
- **License for Unlimited Reproduction**
 - Individuals, groups, institutions

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T.E.A.M. Therapy

T = Testing
E = Empathy
A = Agenda-Setting
M = Methods

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E = Empathy

- Use listening skills
- Avoid
 - "Helping"
 - Advice-giving
 - Pointing out
 - distortions
 - self-defeating behaviors

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T.E.A.M. Therapy

T = Testing
E = Empathy
A = Agenda-Setting
M = Methods

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A = (Paradoxical) Agenda-Setting

- Invitation
- Specificity
- Conceptualization
- Motivation
- Methods

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Invitation Step

- Is your conflict with Jim something you feel you might need some help with, or more just something you wanted me to be aware of?
 - What type of help would you be looking for?

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Interpersonal Decision-Making

- Three choices
 - maintain the status quo
 - leave the relationship
 - improve the relationship
- Can use the Decision-Making Form
 - *Therapist's Toolkit*

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Specificity Step

- Can you describe a specific moment when you were having trouble getting along with Jim
 - What did he say to you?
 - How did you feel?
 - What did you say next?
- One brief exchange will be sufficient

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Specificity

- Both patient and therapist record the exchange as Steps 1 and 2 on the Relationship Journal

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Specificity

- The entire conflict will be embedded in any one brief exchange
- When you grasp what was happening at that moment, you'll understand the entire problem

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Specificity

- When the patient learns to change at that moment, she or he will discover the solution to the problem / conflict
 - With that person
 - With anyone

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Specificity

- Like interpersonal enlightenment
 - Enlightenment hurts
 - Death of the ego

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Conceptualization

- To what extent is the patient involved in
 - Self-blame
 - Other-blame

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Motivation

- How strongly does the patient want
 - Greater intimacy vs. the rewards of the battle?

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Motivation Step— Questions To Ask

- Do you just want to talk about the problem, or do you want to work on solving it?
- Are you ready to start working on it right now?
- Is this specific example acceptable?

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Motivation Step (cont'd)

- How strong is your desire to get close to him / her?
- Would you be willing to experience some pain in order to develop a more rewarding relationship with him / her?

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Motivation Step (cont'd)

- How long would you be willing to work on solving this specific problem?
- How hard would you be willing to work on it?
- How much homework would you be willing to do between sessions?

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Motivation Step (cont'd)

- Who do you think should change?
 - You or the other person?
- What would it be worth to you to change?

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Motivation Step (cont'd)

- Would you be willing to examine your own role in the problem?
- Would you be willing to assume complete responsibility for change?

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The Price of Intimacy

- Who's more to blame for the problems in your relationship?
 - Is it you or the other person?
- Who's the bigger jerk?
 - Is it you or the other person?

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The Relationship CBA

- Advantages and Disadvantages of Blaming the Other Person

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Advantages
of Blame

Disadvantages
of Blame



T.E.A.M. Therapy

T = Testing
 E = Empathy
 A = Agenda-Setting
M = Methods

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M = Methods

- Relationship Journal
 - Step 1: S/he Said
 - Step 2: I Said
 - Step 3: Analysis of Step 2
 - Step 4: Consequences of Step 2
 - Step 5: Revision of Step 2

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M = Methods

- Relationship Journal
 - Steps 1 and 2 already done

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Marital Conflict Example

- Step 1. Husband says: "You never listen!"

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Husband-Wife Example (cont'd)

- Step 1. Husband says: "You never listen!"
- Step 2. I usually say nothing and ignore him.

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Step 3. Analysis of Step 2

- Is this response an example of good or bad communication?

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EAR

- E = Empathy
- A = Assertiveness
- R = Respect

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Bad Communication	Good Communication
<ul style="list-style-type: none">• You ignore the other person's feelings and ideas.• You don't express your own feelings. Instead, you act out your feelings, argue, or attack the other person.• Your attitude is not respectful or caring.	<ul style="list-style-type: none">• You acknowledge the other person's feelings and point of view.• You express your feelings openly and directly, using "I Feel" Statements.• You convey warmth, respect and caring, even in the heat of battle.

Good or Bad Communication?

- Did she acknowledge his feelings?
- Did she share her own feelings?
- Did she treat him with respect?

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Husband-Wife Example (cont'd)

- Step 1. Husband says: "You never listen!"
- Step 2. I occasionally say: "How can I listen if you're screaming at me?"

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Step 3. Alternative Approach

- We can use the Bad Communication Checklist to Analyze Step 2

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Bad Communication Checklist

	(✓)		(✓)
1. Truth		10. Self-Blame	
2. Blame		11. Hopelessness	
3. Defensiveness		12. Demandingness	
4. Martyrdom		13. Denial	
5. Put-Down		14. Helping	
6. Sarcasm		15. Problem-Solving	
7. Counterattack		16. Mind-Reading	
8. Scapegoating		17. Passive-Aggression	
9. Diversion		18. Other	

Bad Communication Checklist

	(✓)		(✓)
1. Truth	✓	10. Self-Blame	
2. Blame	✓	11. Hopelessness	
3. Defensiveness	✓	12. Demandingness	✓
4. Martyrdom	✓	13. Denial	✓
5. Put-Down	✓	14. Helping	
6. Sarcasm	✓	15. Problem-Solving	
7. Counterattack	✓	16. Mind-Reading	
8. Scapegoating	✓	17. Passive-Aggression	
9. Diversion	✓	18. Other	

Step 4. Consequences

- What are the consequences of responding to your husband in this way?
 - What will he conclude?
 - How will he feel?
 - How will your statement affect him?
 - What will he probably do next?

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Step 4. Consequences (cont'd)

- Her response confirms his belief that she's not listening.
- As a result, he will keep telling her that she doesn't listen."
- In other words, she is forcing him to behave in the exact way she's complaining about.

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Step 4. Consequences (cont'd)

- We create our own interpersonal reality at every moment of every day
 - Buddhist concept
 - Christian concept
 - This is probably embedded in every religion

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Slightly More Challenging Example

- A woman named Nancy complained that her husband, a minister, was overly "nice" and couldn't deal with negative feelings. As a result, their marriage was superficial and lacking in intimacy.

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"My husband can't deal with negative feelings!"

- How would you help Nancy?

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Use the Relationship Journal

- **Step 1.** Just yesterday he said: "I feel hurt and blamed when you judge me."

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Use the Relationship Journal

- **Step 1.** Just yesterday he said: "I feel hurt and blamed when you judge me."
- **Step 2.** I replied: "It seems like anytime I disagree with you or say anything negative, you get upset. I feel like I have to be super careful about what I say, and sometimes I feel like I have to keep quiet just to keep the peace. But I don't want false peace."

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Step 3. Good vs. Bad Communication

- E = Empathy
 - Did Nancy acknowledge his feelings?
- A = Assertiveness
 - Did she share her own feelings?
- R = Respect
 - Did she convey warmth and respect?

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Step 4. Consequences

- How will Nancy's response affect her husband?
- Will it make the problem better or worse?

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Therapeutic Issues

- Steps 3 & 4 are empowering but painful
 - Sudden shift in understanding
 - Blow to one's pride

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Interpersonal Enlightenment

- The "Great Death"
 - No one wants to die!

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Therapeutic Issues (cont'd)

- Strong resistance may emerge. Patient may
 - complain about the other person's "badness"
 - insist that the therapist doesn't understand
 - claim that the therapist is blaming them
 - insist that the other person shouldn't be like that

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What Should You Do When the Patient Resists?

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Workshop Exercise

- Complete Steps 3 and 4 of your own Relationship Journal

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Step 5. Revise Step 2

- Write a more effective response
 - Use the Five Secrets of Effective Communication
 - Put the names of the techniques you are using in parentheses at the end of each sentence, using abbreviations
- Several tries will be necessary
 - Continue until you and the patient come up with something outstanding

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Five Secrets of Effective Communication

E = Empathy

- 1. Disarming Technique**
- 2. Empathy**
 - Thought Empathy
 - Feeling Empathy
- 3. Inquiry**

A = Assertiveness

- 4. "I Feel" Statements**

R = Respect

- 5. Stroking**

Five Secrets of Effective Communication

- **The Disarming Technique (DT).** Find the truth in the criticism.
- **Empathy.**
 - **Thought Empathy (TE).** Paraphrase the other person's words.
 - **Feeling Empathy (FE).** Acknowledge his or her feelings.
- **Inquiry (IN).** Ask gentle, probing questions.
- **"I Feel" Statements (IF).** Use "I feel" statements.
- **Stroking (ST).** Convey liking or respect.

Feeling Words Chart

Feeling	Words to Use
Angry	ticked-off, mad, hurt, upset frustrated, annoyed, irritated
Depressed	sad, blue, unhappy down, discouraged
Anxious	nervous, worried, scared uptight, frightened, discouraged

Feeling Words Chart (cont'd)

Feeling	Words to Use
Discouraged	hopeless, pessimistic, desperate
Lonely	abandoned, alone, rejected
Stressed	overwhelmed, pressured, tense burned out, overworked, exhausted

Husband-Wife Example (cont'd)

- Step 1. Husband says: "You never listen!"
- Step 2. I usually say nothing and ignore him.

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Step 5. Revised Response—I Could Say

- "You're right. (DT) I *haven't* been a good listener. (DT) I've been arguing with you and defending myself, and it finally dawned on me that what you're saying is absolutely right." (TE; DT)
- "You probably feel really frustrated and ticked off at me." (FE)

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Step 5. (cont'd)

- "It upsets me to have to admit this because I love you so much and now I realize I've been pushing you away and ignoring you for years." (IF; DT; ST)
- "I'd like to hear more about how you've been feeling." (IN)

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Workshop Exercise

- Complete Step 5 of your own Relationship Journal
 - Put the names of the techniques you used at the end of each sentence, in parentheses, using abbreviations

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Five Secrets of Effective Communication

- **The Disarming Technique (DT).** Find the truth in the criticism.
- **Empathy.**
 - **Thought Empathy (TE).** Paraphrase the other person's words.
 - **Feeling Empathy (FE).** Acknowledge his or her feelings.
- **Inquiry (IN).** Ask gentle, probing questions.
- **"I Feel" Statements (IF).** Use "I feel" statements.
- **Stroking (ST).** Convey liking or respect.

Step 5 Resistance

- Patient may protest and insist that
 - I *shouldn't have* to listen.
 - I *shouldn't have* to express my feelings.
 - I *shouldn't have* to treat him/her with respect.
"Why should I be nice to him? He's a total jerk!"

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12 GOOD Reasons NOT to Listen

- Truth
- Blame
- Defensiveness
- Mistrust
- Denial
- Entitlement
- Power
- Control
- Competition
- Revenge
- Problem-solving
- Hidden agendas

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12 GOOD Reasons NOT to Express Your Feelings

- Conflict phobia
- Disclosure phobia
- Emotophobia
- Emotional perfectionism
- Fear of disapproval
- Fear of rejection
- Fear of retaliation
- Hopelessness
- Pride
- Need to "help"
- Passive-aggression
- Mind-reading

122

12 GOOD Reasons NOT to Treat the Other Person with Respect

- Don't deserve it
- Nothing good to say
- Too angry
- Shouldn't have to
- Their fault
- Would look weak
- Don't want to
- Must be honest
- Would look phony
- Unfair
- Treats me poorly
- Won't do any good

123

Common Therapist Errors When the Patient Resists

- Persuading
- Helping
- Advice-giving
- Using logic
- Blaming
- Arguing

124

Strategies When Patient Resists

- Empathy
- Renegotiate the agenda
- Paradox

125

Paradox Examples

- "I agree. You *don't* have to change. Are you saying you'd prefer not to?"

126

Paradox Examples (cont'd)

- “Let me make sure I understand you. You want him to understand how you feel, but you think you shouldn’t have to tell him. Am I reading you right?”

127

Paradox Examples (cont'd)

- “Let’s see if I understand. You’d like to have a better relationship with her, but you don’t think you should have to change or do anything differently. Is that right?”

128

When Step 5 Has Been Completed

- Intimacy Exercise

129

Intimacy Exercise

- Many role-reversals will be necessary
 - Patient will make same errors repeatedly
- Set modest expectations for the patient
 - Give permission to fail repeatedly at first

130

Homework Between Sessions

- Use the Relationship Journal
 - Daily
 - After each problematic interaction

131

Homework Between Sessions

- Practice new skills in real life situations
 - Only when skillful in role-playing
 - Anticipate difficulties and failures
 - Analyze failures using the Relationship Journal

132

Homework Between Sessions

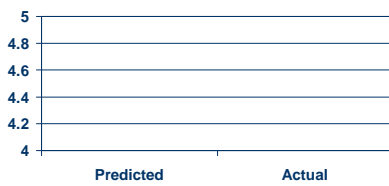
- Read *Feeling Good Together*
 - Do the written exercises
 - Bring to therapy sessions for review and Q&A

133

Satisfaction Ratings



Overall Workshop Satisfaction



Overall Workshop Satisfaction



Free 2014 Toolkit Upgrade

If you purchase a Toolkit at this workshop, or if you already own a Toolkit, send an email to Dr. Burns for a free upgrade.

Time-Limited Offer

Dr. Burns' email—

david@feelinggood.com

Additional Resources

- David's psychotherapy eBook
 - Tools, Not Schools, of Therapy
- Weekly online T.E.A.M. training groups
 - FeelingGoodInstitute.com
- T.E.A.M. Certification Program
 - Angela Krumm, PhD (angela.krumm@gmail.com)

139

Goals for Workshop Day 2

- Review of day 1
- Practice Five Secrets
- Learn how to identify Interpersonal Self-Defeating Beliefs
- How to work with troubled couples
- Spirituality and psychotherapy

140

Review of Day 1

- How do the Deficit / Barrier Theories differ from the Motivational Theory?

141

Review of Day 1

- What are the three basic principles of T.E.A.M. Therapy for relationship problems?

142

What does TEAM Stand For?

T =
E =
A =
M =

143

How Accurate are Clinicians' Assessments of

- How patients feel?
 - Depression, suicidal urges, anxiety, anger, relationship satisfaction?
- The therapeutic alliance?
 - Empathy, Helpfulness

144

How Accurate are the Self-Assessment Tests?

- For depression, suicidal urges, anxiety, anger, relationship satisfaction?
- For therapeutic empathy, helpfulness, and patient satisfaction?

145

How Often Will Clinicians Receive Failing Grades on

- Empathy?
- Helpfulness?

146

What are the Five Steps in Agenda Setting?

147

Review of T.E.A.M. Therapy

- What are the 5 steps in the Relationship Journal?

148

Review T.E.A.M. Therapy (cont'd)

- Why are Steps 3 and 4 so difficult for most people?

149

What Two Things Should You Do When the Patient Resists / Protests?

150

Therapeutic Challenges for the Intimacy Exercise

- The hostile, critical, mistrustful patient
- The patient who whines and complains
- The resistant, oppositional patient
- The overwhelmingly depressed, anxious, or angry patient
- The flirtatious or accusational patient
- The psychotic, delusional patient

151

Intimacy Exercise

- Dyads
 - The “adversary” and the “responder”
 - The person who supplies the example should play the role of the responder

152

Intimacy Exercise (cont'd)

- One statement from “adversary”
 - You can just read Step 1 from the Relationship Journal (with gusto)
- One response from “responder”
- Now STOP

153

Critique the Response

- Letter grade
 - A, B, C, etc.
- Intuitive feedback
 - What worked, what didn't work
- Five Secrets feedback

154

Intimacy Exercise (cont'd)

- If the grade was below an A, do a role-reversal
- Provide feedback again
- Continue role-reversals until both participants get As
 - Patient will make same errors repeatedly
 - Much practice will be required

155

Intimacy Exercise

- Many role-reversal will be necessary
- Try new skills in real life situations
 - Only when mastery has been achieved using the Intimacy Exercise

156

Five Secrets of Effective Communication

- **The Disarming Technique (DT).** Find the truth in the criticism.
- **Empathy.**
 - **Thought Empathy (TE).** Paraphrase the other person's words.
 - **Feeling Empathy (FE).** Acknowledge his or her feelings.
- **Inquiry (IN).** Ask gentle, probing questions.
- **"I Feel" Statements (IF).** Use "I feel" statements.
- **Stroking (ST).** Convey liking or respect.

The Law of Opposites

If you **disagree** with a criticism which is untrue and unfair, you will immediately prove that the criticism is entirely valid.



This is a paradox.

Law of Opposites (cont'd)

In contrast, if you genuinely **agree** with a criticism which is untrue and unfair, you will immediately put the lie to it.



This is also a paradox.

What is the Most Common Disarming Technique Error?

- "I can see how you might feel that way."

160

What is the Most Common Thought Empathy Error?

- Failing to paraphrase one or more important statements that the patient made.
 - We "edit out" the most threatening or upsetting criticisms
 - Taking notes helps enormously

161

Feeling Empathy

- "I can imagine you might be feeling X, Y, and Z."
 - X, Y & Z = words from the Feeling Words Chart
 - Selection of feeling words will depend on the context
 - Personal interaction
 - Therapy interaction
 - Business interaction

162

Feeling Words Chart

Feeling	Words to Use
Angry	ticked-off, mad, hurt, upset frustrated, annoyed, irritated
Depressed	sad, blue, unhappy down, discouraged
Anxious	nervous, worried, scared uptight, frightened, discouraged

Feeling Words Chart (cont'd)

Feeling	Words to Use
Discouraged	hopeless, pessimistic, desperate
Lonely	abandoned, alone, rejected
Stressed	overwhelmed, pressured, tense burned out, overworked, exhausted

What is the Most Common Feeling Empathy Error?

- Failing to acknowledge the patient's anger.

165

What is the Most Common Inquiry Error?

- Asking what you can do that will be more helpful to the critical or dissatisfied patient, or offering to fix things.

166

"I Feel" Statements

- "I'm feeling X"
 - X = one or more words from the Feeling Words Chart
 - Selection of feeling words will depend on the context
 - Personal interaction
 - Therapy interaction
 - Business interaction

167

What is the Most Common "I Feel" Statements Error?

- Simply failing to express your feelings due to
 - Training
 - Shame / embarrassment
 - Internal censure
 - Fear of vulnerability
 - Narcissism / wanting to be the "expert"

168

“I Feel” Statements

- Failure to express your feelings may make you sound phony

169

Feeling Words Chart

Feeling	Words to Use
Angry	ticked-off, mad, hurt, upset frustrated, annoyed, irritated
Depressed	sad, blue, unhappy down, discouraged
Anxious	nervous, worried, scared uptight, frightened, discouraged

Feeling Words Chart (cont'd)

Feeling	Words to Use
Discouraged	hopeless, pessimistic, desperate
Lonely	abandoned, alone, rejected
Stressed	overwhelmed, pressured, tense burned out, overworked, exhausted

What is the Most Common Stroking Error?

- Giving a non-genuine or stereotypical positive comment, such as,
 - “Oh, it must have taken so much courage to tell me that.”
 - Or “Thank you for sharing.”

172

Five Secrets Exercise

- Work in groups of 2
- One criticism / hostile comment
- One response using only ONE of the Five Secrets at a time
 - This WILL sound artificial
 - This WILL help you grasp each technique

173

Example of Disarming Technique

- Patient says: “You’re not helping me!”
- Therapist response: “You’re right, my approach has not been helpful to you. I can see that you’re still feeling extremely depressed.”
 - This illustrates ONLY the Disarming Technique

174

Example of Thought Empathy

- Patient says: "You're not helping me!"
- Therapist response: "What you're telling me is that the treatment has not been helping you."
 - This illustrates ONLY Thought Empathy

175

Example of Feeling Empathy

- Patient says: "You're not helping me!"
- What would a pure Feeling Empathy response sound like?

176

Five Secrets of Effective Communication

- **The Disarming Technique (DT).** Find the truth in the criticism.
- **Empathy.**
 - **Thought Empathy (TE).** Paraphrase the other person's words.
 - **Feeling Empathy (FE).** Acknowledge his or her feelings.
- **Inquiry (IN).** Ask gentle, probing questions.
- **"I Feel" Statements (IF).** Use "I feel" statements.
- **Stroking (ST).** Convey liking or respect.

How to Identify Interpersonal Self-Defeating Beliefs

- We create or own interpersonal reality
 - Positive or negative

178

Dependency Cluster

- **Approval Addiction.** I need your approval.
- **Love Addiction.** I need your love.
- **Fear of Being Alone.** I can't feel truly happy and fulfilled if I'm alone.

179

Detachment Cluster

- **Perceived Perfectionism.** You won't accept me if you discover how flawed I am.
- **Disclosure Phobia.** I can't let you see how I really feel.
- **Vulnerability Phobia.** I must never look weak or vulnerable.
- **Emotional Perfectionism.** I shouldn't have negative feelings.

180

Conflict Phobia Cluster

- **Self-Blame.** The problems in our relationship are all my fault.
- **Anger Phobia.** Anger is dangerous and should be avoided.
- **Conflict Phobia.** If we really loved each other, we'd never fight or argue.

181

Conflict Addiction Cluster

- **Blame.** The problems in our relationship are all your fault.
- **Truth.** I'm right and you're wrong.
- **Justice / Revenge.** You've treated me poorly, so I have every right to get back at you.
- **Competition.** One of us will win and one of us will lose.

182

Demandingness Cluster

- **Entitlement.** You should always treat me in the way I expect.
- **Narcissism.** I'm superior and entitled to special treatment.

183

Submissiveness Cluster

- **Pleasing Others.** I should always try to make you happy, even if I make myself miserable in the process.
- **Worthlessness / Inferiority.** I'm inferior to you.
- **Perceived Narcissism.** You can't tolerate any criticism. You will only love me if I let you use / abuse me.

184

Interpersonal Self-Defeating Beliefs

- Tend to be irrational / unrealistic
 - But do contain some truth
- Function as self-fulfilling prophecies
 - So you feel convinced they are absolutely valid

185

Interpersonal Self-Defeating (cont'd)

- Contain a mixture of healthy and unhealthy components
- Close to the person's sense of identity, or personal values

186

How to Identify Interpersonal Self-Defeating Beliefs

- Daily Mood Log
- Select a Negative Thought
- Use the Downward Arrow Technique

187

What to Say—Downward Arrow Technique

- “If this were true, why would it be upsetting to you? What would it mean to you?”
- After the patient responds, you can say:
 - “Good, write that down.”

188

Downward Arrow Technique

- Repeat the process several times, so you can generate several additional negative thoughts

189

Now Ask These Three Questions—

- What do these thoughts tell us about
 - Your role in this relationship?
 - His (or her) role in this relationship?
 - The nature of a loving relationship?

190

Clinical Example

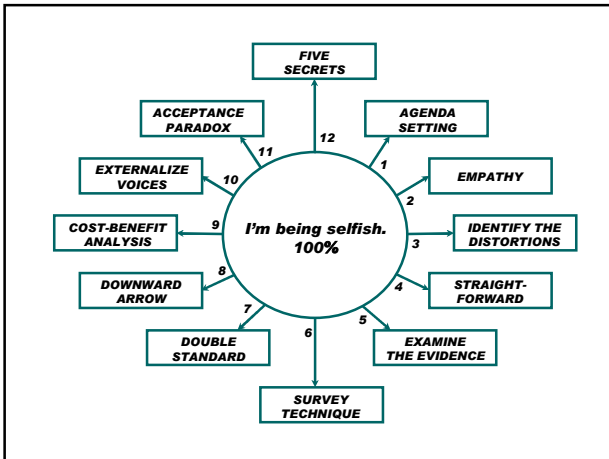
- Anxious graduate student with “codependency” problems

191

Sandra’s Daily Mood Log
Upsetting Situation: Phone call from Lisa.

Emotions	% Now	% After	Emotions	% Now	% After
Sad	85		Discouraged	90	
Anxious	50		Frustrated / Upset	100	
Guilty / Inadequate	90		Trapped	100	

Negative Thoughts	% Now	% After	Dist	Positive Thoughts	% Belief
1. She doesn't understand me.	90				
2. She has the right to expect my support.	65				
3. I can't breathe or move. This is a no-win situation.	100				
4. I'm being selfish.	100				



Downward Arrow Technique

I'm being selfish.

↓ If that were true, what would it mean to you? Why would it be upsetting?

194

Downward Arrow Technique

I'm not giving to anybody else.

↓ If that were true, what would it mean to you? Why would it be upsetting?

195

Downward Arrow Technique

I have nothing to offer.

↓ If that were true, what would it mean to you? Why would it be upsetting?

196

Downward Arrow Technique

Nobody would like me.

↓ If that were true, what would it mean to you? Why would it be upsetting?

197

Downward Arrow Technique

I'll be all alone.

↓ If that were true, what would it mean to you? Why would it be upsetting?

198

Downward Arrow Technique

That would mean that I'm a bad, rotten human being.

199

Interpersonal Downward Arrow

- What do these thoughts tell us about Sandra's view of
 - Her role in this relationship?
 - Her partner's role in the relationship?
 - The nature of intimate relationships?

200

Sandra's Interpersonal Beliefs

- Sandra's role in the relationship
 - I'm inherently worthless.
 - I must be loved to be worthwhile.
 - I have to give, give, give to be worthy of love.
- Her partner's role in the relationship
 - The people who love me will be demanding and self-centered.
- What's the nature of a loving relationship?
 - Love is a burden or a form of slavery

201

Dyadic Therapy

- Relationship Journal may be too challenging
- Can use
 - One Minute Drill
 - Relationship Probe
 - Don Baucom Technique

202

Dyadic (Couples) Therapy

- Meet with both partners individually first
- Patient is not yet your "patient"
 - They must convince you to work with them

203

Dyadic (Couples) Therapy

- Ethics issues
 - Therapist cannot keep secrets or withhold information from either spouse / partner

204

Dyadic (Couples) Therapy

- Assess each partner's
 - Desire for intimacy vs. desire to separate
 - Try to flush out hidden agendas

205

Assess Each Partner's Resistance / Motivation

- Who's more to blame for the problems?
- Who should do most of the changing?

206

Assess Each Partner's Resistance / Motivation

- How hard would you be willing to work if I agreed to work with you?
- How much homework would you be willing to do?

207

Assess Each Partner's Resistance / Motivation

- Are you coming to change yourself, or to help me change your partner?
- Is your goal to develop a more loving relationship, or to separate?
- What would it be worth to you if I could show you how to develop a more loving relationship?

208

Relationship "Probe"

- Live Demonstration

209

One Minute Drill

- Advantages
 - Easy
 - High success rate
- Disadvantages
 - Artificial

210

One Minute Drill

- Suitable for couples / dyads
 - One is Talker
 - One is Listener

211

One Minute Drill

- Talker expresses feelings for 30 seconds
- Listener paraphrases
 - What the Talker said
 - How the Talker was probably feeling

212

One Minute Drill

- Accuracy feedback
 - 0 – 100%
 - Continue until 95% accuracy is achieved
- Role Reversal

213

Don Baucom Technique

- Advantages
 - Natural and spontaneous
 - High-speed feedback
 - Tremendous learning at each session
- Disadvantages
 - Requires intense therapist concentration and involvement

214

Don Baucom Technique (cont'd)

- Couples talk to each other freely during session
- Therapist observes and provides feedback

215

Don Baucom Technique (cont'd)

- Compliment sandwich approach
 - Here's what I liked
 - Here's what won't work for you
 - Here's another way to say it
 - Now you try

216

Spirituality and T.E.A.M. Therapy

- Success requires humility, and the willingness to “die”
 - Rebirth is immediate
 - Your death IS your rebirth
- Concept is embedded in most religious orientations

217

“And It’s All Your Fault!”

An Introduction to

T.E.A.M Therapy for Relationship Problems*

By David Burns, M.D.

Adjunct Clinical Professor Emeritus

Department of Psychiatry and Behavioral Sciences,

Stanford University School of Medicine

Additional Resources

email: david@feelinggood.com

Website: www.FeelingGood.com

FeelingGoodInstitute.com

- **Referrals, including intensives**
- **T.E.A.M. Certification Program**
- **Weekly online training groups**

Sponsored by

J&K Seminars, Lancaster, PA

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Brief Mood Survey*	Before Session					After Session				
	0-Not At All	1-Somewhat	2-Moderately	3-A Lot	4-Extremely	0-Not At All	1-Somewhat	2-Moderately	3-A Lot	4-Extremely
Instructions. Use checks (✓) to indicate how you're feeling right now. Please answer all the items. How depressed do you feel right now?										
1. Sad or down in the dumps					✓		✓			
2. Discouraged or hopeless				✓		✓				
3. Low self-esteem, inferiority, or worthlessness				✓		✓				
4. Loss of motivation to do things				✓			✓			
5. Loss of pleasure or satisfaction in life			✓				✓			
Total →					15	Total →				3

How suicidal do you feel right now?										
6. Do you have any suicidal thoughts?			✓			✓				
7. Would you like to end your life?	✓					✓				
Total →					2	Total →				0

How anxious do you feel right now?										
8. Anxious				✓				✓		
9. Frightened			✓				✓			
10. Worrying about things			✓				✓			
11. Tense or on edge				✓				✓		
12. Nervous				✓				✓		
Total →					13	Total →				8

How angry do you feel right now?										
13. Frustrated			✓				✓			
14. Annoyed		✓					✓			
15. Resentful		✓				✓				
16. Angry			✓			✓				
17. Irritated			✓				✓			
Total →					8	Total →				3

Relationship Satisfaction*	Before Session						After Session							
	0-Very Dissatisfied	1-Moderately Dissatisfied	2-Somewhat Dissatisfied	3-Neutral	4-Somewhat Satisfied	5-Moderately Satisfied	6-Very Satisfied	0-Very Dissatisfied	1-Moderately Dissatisfied	2-Somewhat Dissatisfied	3-Neutral	4-Somewhat Satisfied	5-Moderately Satisfied	6-Very Satisfied
Put the name of someone you care about here: _____														
Use checks (✓) to indicate how satisfied or dissatisfied you feel about this relationship. Please answer all 5 items.														
1. Communication and openness					✓						✓			
2. Resolving conflicts and arguments				✓						✓				
3. Degree of affection and caring				✓						✓				
4. Intimacy and closeness				✓						✓				
5. Overall satisfaction					✓						✓			
Total →						17	Total →							17

Please complete this AFTER your session. Thanks!

Evaluation of Therapy Session*

Instructions. Use checks (✓) to indicate how you felt about your most recent therapy session.

Please answer all the items.

0-Not at all true	1-Somewhat true	2-Moderately true	3-Very true	4-Completely true
-------------------	-----------------	-------------------	-------------	-------------------

Therapeutic Empathy

1. My therapist seemed warm, supportive, and concerned.				✓	
2. My therapist seemed trustworthy.					✓
3. My therapist treated me with respect.					✓
4. My therapist did a good job of listening.					✓
5. My therapist understood how I felt inside.				✓	
Total →					18

Helpfulness of the Session

6. I was able to express my feelings during the session.				✓	
7. I talked about the problems that are bothering me.				✓	
8. The techniques we used were helpful.			✓		
9. The approach my therapist used made sense.			✓		
10. I learned some new ways to deal with my problems.	✓				
Total →					11

Satisfaction with Today's Session

11. I believe the session was helpful to me.			✓		
12. Overall, I was satisfied with today's session.			✓		
Total →					4

Your Commitment

13. I plan to do therapy homework before the next session.				✓	
14. I intend to use what I learned in today's session.			✓		
Total →					5

Negative Feelings During the Session

15. At times, my therapist didn't seem to understand how I felt.		✓			
16. At times, I felt uncomfortable during the session.		✓			
17. I didn't always agree with my therapist.		✓			
Total →					3

Difficulties with the Questions

18. It was hard to answer some of these questions honestly.		✓			
19. Sometimes my answers didn't show how I really felt inside.		✓			
20. It would be too upsetting for me to criticize my therapist.			✓		
Total →					4

What did you like **the least** about the session? _____

What did you like **the best** about the session? _____

Relationship Cost-Benefit Analysis*

Instructions. List all the advantages and disadvantages of blaming the other person for the problems in your relationship. Balance the advantages against the disadvantages on a 100-point scale. Put two numbers that reflect your ratings in the two circles at the bottom. Make sure the two numbers add up to 100.

Advantages of Blame	Disadvantages of Blame
<input data-bbox="593 1774 683 1870" type="text"/>	<input data-bbox="912 1774 1002 1870" type="text"/>

DO NOT COPY

Five Secrets of Effective Communication* (EAR)**E = Empathy**

1. **The Disarming Technique (DT).** Find some truth in what the other person is saying, even if it seems totally unreasonable or unfair.
2. **Empathy.** Put yourself in the other person's shoes and try to see the world through his or her eyes.
 - **Thought Empathy (TE).** Paraphrase the other person's words.
 - **Feeling Empathy (FE).** Acknowledge how the other person is probably feeling, based on what she or he said.
3. **Inquiry (IN).** Ask gentle, probing questions to learn more about what the other person is thinking and feeling.

A = Assertiveness

4. **"I Feel" Statements (IF).** Express your own ideas and feelings in a direct, tactful manner. Use "I feel" statements, such as "I feel upset," rather than "you" statements, such as "You're wrong!" or "You're making me furious!"

R = Respect

5. **Stroking (ST).** Convey an attitude of respect, even if you feel frustrated or angry with the other person. Find something genuinely positive to say to the other person, even in the heat of battle.

The Law of Opposites*

If you **disagree** with a criticism that is totally untrue and unfair, you will immediately prove that the criticism is entirely valid.



This is a paradox.



In contrast, if you genuinely **agree** with a criticism that is totally untrue and unfair, you will instantly put the lie to it.



This is also a paradox.

Feeling Words Chart*

Depression	Depressed	Blue	Down	Unhappy	Disheartened
		Sad	Disappointed	Despairing	Low
		Hurt	Lost	Dejected	Miserable
	Guilty	Ashamed	At fault	Bad	Responsible
	Hopeless	Discouraged	Pessimistic	Desperate	Defeated
	Inferior	Inadequate	Worthless	Flawed	Second-rate
		Useless	Undesirable	Incompetent	Defective
	Tired	Exhausted	Weary	Fatigued	Sleepy
Drained		Worn out	Lethargic	Wiped out	
Unmotivated	Uninterested	Bored	Turned off	Burdened	
Lonely	Abandoned	Alone	Rejected	Unloved	
	Unwanted	Isolated	Lonesome	Friendless	
Anxiety	Anxious	Worried	Afraid	Scared	Nervous
		Apprehensive	Uptight	Tense	Terrified
		Panicky	Fearful	Frightened	Alarmed
	Shy	Foolish	Self-conscious	Flustered	Awkward
		Humiliated	Mortified	Embarrassed	Timid
	Stressed	Overworked	Burned out	Tense	Frazzled
Pressured		Strained	Besieged	Overwhelmed	
Anger	Angry	Mad	P. O.'d	Ticked off	Irate
		Resentful	Irritated	Incensed	Annoyed
		Upset	Furious	Enraged	Aggravated
	Criticized	Picked on	Put down	Insulted	Judged
		Blamed	Intimidated	Defensive	Condemned
	Frustrated	Stuck	Thwarted	Stymied	
	Jealous	Envious	Mistrustful	Suspicious	Paranoid

Advanced Empathy Techniques*

Changing the Focus

You focus on the process rather than the content of the argument. In other words, you might gently point out that the two of you are arguing and not working together as a team. You bring the conflict to conscious awareness in a kindly way, so you can both talk about your feelings, rather than trying to figure out who's right and who's wrong.

In a sense, there's an elephant in the room, but everyone's ignoring the tension pretending it isn't there. When you change the focus, you point to the elephant and say, "Do you see what I see?"

Multiple-Choice Empathy

When you have no idea where someone is coming from, and they're reluctant to tell you, you can suggest several possibilities and ask if any of them ring a bell. It's like priming the pump. You might say, "I can imagine you might be feeling X, Y, or Z. Do any of those words ring a bell?" X, Y and Z could be words from the Feeling Words chart.

Multiple-Choice Empathy can be especially helpful when the other person refuses to open up and tell you how they're feeling. You'll have to be disarming rather than blaming when you list the possible reasons why the other person doesn't want to talk to you. You'll also have to do this in a way that sounds caring, respectful, and concerned, and not demanding or condescending.

Positive Reframing

You put a positive spin on the situation. For example, you can reframe an angry conflict as a golden opportunity to develop a better relationship with the person you're at odds with, rather than viewing the problem as a prelude to Armageddon.

You can also reframe the other person's motives or behavior in a positive way. For example, if someone seems stubborn, dogmatic, and argumentative, you could think of them as having intense conviction and desperately wanting you to understand them. You can also consider the almost possibility that you haven't been disarming them in a genuine way, and that's the precise reason they keep arguing. Or, if a loved one is acting nasty, you could reframe their behavior as an expression of the hurt, loneliness, or frustration she or he is feeling.

Relationship Journal*

Step 1 – S/he said: Write down *exactly* what the other person said. Be brief:

Step 2 – I said: Write down *exactly* what you said next. Be brief:

Step 3 – Good Vs. Bad Communication: Was your response an example of good or bad communication? Why? Use EAR Checklist or the list of Common Communication Errors on page 10 to analyze what you wrote down in Step 2.

Step 4 – Consequences: Did your response in Step 2 make the problem better or worse? Why?

Step 5 – Revised Version: Revise what you wrote down in Step 2. Use the “Five Secrets of Effective Communication.” If your revised response is still ineffective, try again.

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.	

Common Communication Errors*			
Instructions. Review what you wrote down in Step 2 of the Revise Your Communication Style form. How many of the following communication errors can you spot?			
Communication Error	(✓)	Communication Error	(✓)
1. Truth – You insist you're "right" and the other person is "wrong."		10. Diversion – You change the subject or list past grievances.	
2. Blame – You imply the problem is the other person's fault.		11. Self-Blame – You act as if you're awful and terrible.	
3. Defensiveness – You argue and refuse to admit any imperfection.		12. Hopelessness – You claim you've tried everything and nothing works.	
4. Martyrdom – You imply that you're an innocent victim.		13. Demandingness – You complain when people aren't as you expect.	
5. Put-Down – You imply that the other person is a loser.		14. Denial – You imply that you don't feel angry, sad or upset when you do.	
6. Labeling – You call the other person "a jerk," "a loser," or worse.		15. Helping – Instead of listening, you give advice or "help."	
7. Sarcasm – Your tone of voice is belittling or patronizing.		16. Problem Solving – You try to solve the problem and ignore feelings.	
8. Counterattack – You respond to criticism with criticism.		17. Mind-Reading – You expect others to know how you feel without telling them.	
9. Scapegoating – You imply the other person is defective or has a problem.		18. Passive-Aggression – You say nothing, pout or slam doors.	

Interpersonal Downward Arrow: The Rules and the Roles*

<p>My Role List some adjectives that describe your role in this relationship? What kind of person are you?</p>	<p>His / Her / Their Role List adjectives that describe the other person's role? What kind of person is he or she?</p>

<p>The Feelings Describe what it would feel like for you to be in this type of relationship.</p>	<p>The "Rules" What are the "rules" that govern this relationship and connect the two roles described above?</p>

The following NTs have been provided by therapists attending my workshops. You may be able to identify with some of them. What do you tell yourself when you're feeling inadequate, down, guilty, ashamed, anxious, frustrated, or inferior? Add your own NTs to the list. You can use these thoughts in role-playing exercises, such as the Externalization of Voices.

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Suggested Reading

- Burns, D. D. (1984 / 1985). *Intimate Connections*. New York: William Morrow and Co., (hardbound); New American Library, (paperback).
- Burns, D. D. (2009 / 2010). *Feeling Good Together. The Secret of Making Troubled Relationships Work*. New York: Broadway Books (hardbound and paperback).
- Burns, D. D., Sayers, S. S., & Moras, K. (1994). Intimate Relationships and Depression: Is There a Causal Connection? *Journal of Consulting and Clinical Psychology*, 62(5), 1033 - 1042.
- Epstein, N. B., & Baucom, D. (2002). *Enhanced Cognitive-Behavioral Therapy for Couples: A Contextual Approach*. Washington, DC: American Psychological Association.
- Heyman, R. E., Sayers, S. S., & Bellack, A. S. (1994). Global marital satisfaction vs. marital adjustment: an empirical comparison of three measures. *Journal of Family Psychology*, 8, 432 - 446.
- Spangler, D., & Burns, D. D. (1999). Is it true that women are from Venus and men are from Mars? A test of gender differences in dependency and perfectionism. *Journal of Cognitive Psychotherapy*, 13(4), 339 - 357.

Space for Additional Notes

DO NOT COPY

Day 1 Workshop Evaluation
Dr. David Burns' Interpersonal Therapy Workshop

Date: _____ Discipline: _____

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly
1. Overall, I was satisfied with the workshop.					
2. The program was clear, understandable and well organized.					
3. The handouts and overheads enhanced the program.					
4. The facility was comfortable and pleasant.					
5. The program was a valuable educational experience.					
6. The program will be helpful in my professional work.					

7. What did you like **the least** about today's workshop? _____

8. What did you like **the best** about today's workshop? _____

9. General comments: _____
