

## 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

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## Five Secrets of Effective Communication (EAR: 9)\*

### 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. **Affirmation (AF).** 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.