



# Effective Compassion

EMPOWER CLIENT CHANGE WITHOUT ENERGY DRAIN

# Introduction



**Angela Poch, RPC**

- ▶ Level 4 Advanced Therapist & Trainer
- ▶ Master Life Coach
- ▶ Work with Dr. David Burns
- ▶ Dealt with Compassion Fatigue
- ▶ Passionately invested in client's recovery and success!

Get the most  
out of this  
workshop...



- ✓ **BE PRESENT**
- ✓ **CAMERA ON**
- ✓ **CHAT PARTICIPATION**
- ✓ **JOIN IN THE EXERCISES**
- ✓ **ACTIVE IN BREAKOUTS**

**TAKE WHAT WORKS,  
LEAVE WHAT DOESN'T!**

# What to expect in this 2-day workshop

## Implement Three Key Principles

3 Philosophies that help reduce burnout

Discover your triggers for energy drain

Tools to combat them.

Unpack your own roadblocks.

## Combat Self Defeating Beliefs

Understand self defeating beliefs that hinder your self-care.

Learn 5 ways to deal with them.

Implement at least one in a small group!

## Communicate with compassion

Curb negative self-talk.

Understand effective communication.

Practice client connection and empowerment.



Recording in  
Progress...

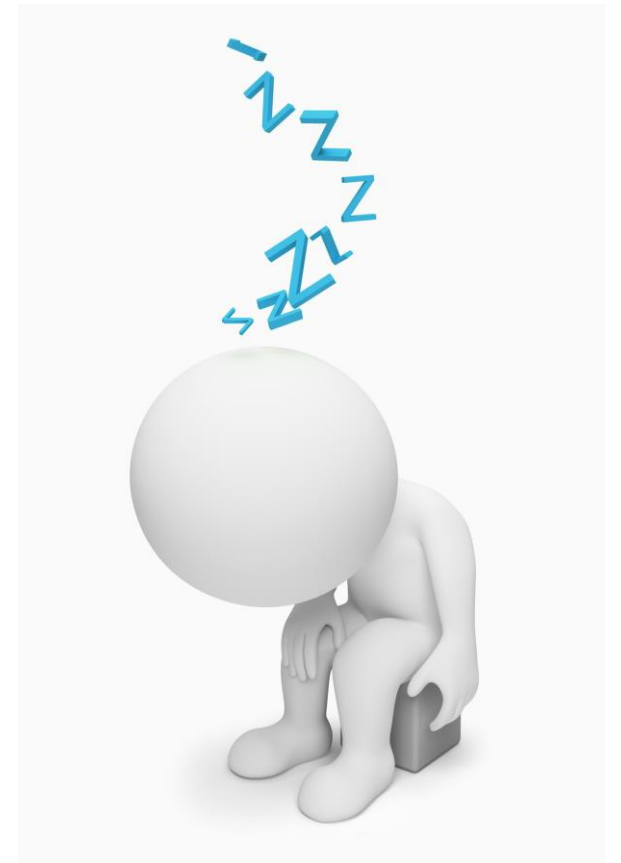
Are you with me?

Type “Let’s Go!”  
in the chat!



# My Self-Care Story

- ▶ School – compassion fatigue assignment
- ▶ David's Response
- ▶ My current journey – From SDB's to a Plan!



# Your Story?

- ▶ What is your dream in working with clients?
- ▶ For self-care?
- ▶ Why are you here today?



# BREAKOUT SESSION



- ▶ 10 mins total
- ▶ Share 3 things:
  1. Name
  2. Dream in working with clients and/or self-care
  3. Where you need support to achieve that



# Welcome Back



# Part 1: Self-Compassion = Effectiveness 3 Key Principles

BY ANGELA POCH, RPC

# Framework of Success

**Healthy Self-care**  
**Crushing Self defeating Beliefs**  
**Compassionate Self-talk**



“

More than half of therapists report experiencing burnout this year, a new survey has found.

”

<https://www.fiercehealthcare.com/providers/more-half-therapists-are-burned-out-simplepractice-survey-finds>

“

Therapist turnover...is a major challenge in behavioral health services; between 30 and 60% of therapists leave their organization annually

”

Beidas et al. 2016a; Mor Barak et al. 2001 retrieved from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7083521/>

# The Cost of Inefficiency with clients



- ▶ Pressure on you to work **FOR** the client instead of **WITH** the client.
- ▶ Can strain your health.
- ▶ Client less motivated.
- ▶ Clients take longer to recover.
- ▶ Emotion exhaustion = Burnout!

# The Cost of Burnout

- ▶ Loss of career
- ▶ Identity crisis, “I thought I cared?”
- ▶ Strain on family
- ▶ Financial burdens - from \$125k to \$350k depending on supervision, school, and degree.



# Creating Self-care Goals

## Behavioural

- ▶ Diet
- ▶ Exercise
- ▶ Time management
- ▶ Improving clinical skills
- ▶ Doing HW

## Cognitive

- ▶ Understanding yourself
- ▶ Space for emotions
- ▶ Crushing SDB
- ▶ Healthy self-talk
- ▶ Understand key principles for effectiveness / self-care



# Participation

- ▶ What is a specific self-care goal you want to hit in the next year?
- ▶ What is one clinical practice goal?



# BUT.... There is also a cost to Self-Care



- ▶ Time
- ▶ Effort
- ▶ Honesty
- ▶ Priorities, IE: Might go against values



# Participation

- ▶ What are some of the costs of doing your Self-Care goal?
- ▶ Write in the chat or open your mic.



# Framework of Success

- **Healthy Self-care**
- **Crushing Self defeating Beliefs**
- **Compassionate Self-talk**



3 Key TEAM  
Philosophies that  
prevent burnout /  
compassion fatigue

1. Death of the Ego
2. Practice what you preach
3. Fail as fast as you can



# Death of the Ego

## What it looks like:

Allows space for your  
emotions

Align and connect deeper  
with clients

Feels good to be genuine  
and authentic

- ▶ Helping Addiction vs  
Sitting with Open Hands
- ▶ Client collaboration &  
accountability
- ▶ Clinician responsibility vs  
blame

# Death of the Clinicians Ego

## Why it matters:

- ▶ Takes the pressure of the clinician
- ▶ It's more effective!!
- ▶ Honors the client as a individual
- ▶ Respects the client's choice
- ▶ Prevents burnout and compassion fatigue.



# Death of the Ego

## HOW?

- ▶ Crush self-defeating beliefs that keep ego alive!
- ▶ Focus on the client rather than yourself during the session.
- ▶ Focus on yourself rather than the client outside of session.



# Practice What You Preach

## What it looks like:

Allows space for your  
emotions

Align and connect deeper  
with clients

Feels good to be genuine  
and authentic

- ▶ Allowing emotion!
- ▶ Dealing with painful or lingering ones.
- ▶ Not avoid the uncomfortable.
- ▶ Doing self-care.

# Practice What You Preach

## Why it matters:

- ▶ Allows space for your emotions
- ▶ Align and connect deeper with clients
- ▶ Feels good to be genuine and authentic



# Practice What You Preach

HOW:

- ▶ Deal with negative self-talk
- ▶ Face your fears
- ▶ Practice good self-care
- ▶ Recognize Double Standards
- ▶ Get support!



# Fail as Fast As You Can

## What it looks like:

Allows space for your  
emotions

Align and connect deeper  
with clients

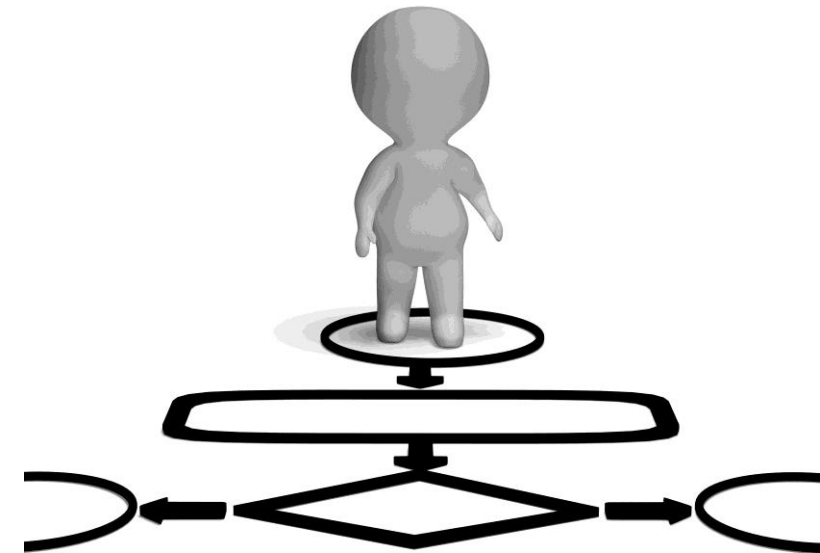
Feels good to be genuine  
and authentic

- ▶ Failure = what doesn't work
- ▶ Moving forward with structure and intention
- ▶ Allowing for things to not work.
- ▶ Not getting stuck on a "Favorite" method/idea.

# Fail as FAST as you Can!

## Why it matters:

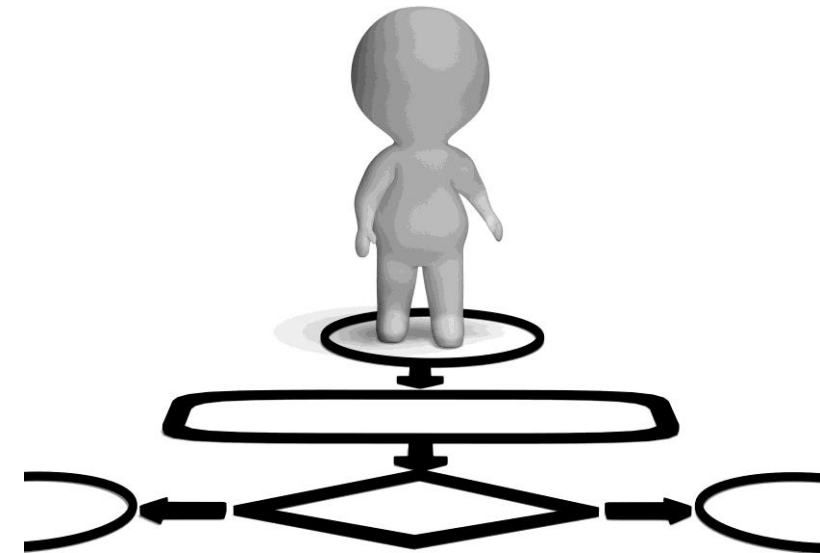
- ▶ Every client, every issue, every situation is different. Some tools will work for some and not for others. Some tools will work for some issues and not others.
- ▶ We can't mind read. It sets us up for emotional stress when things aren't working and we can't "figure" it out.



# Fail as Fast As you Can

HOW:

- ▶ Use a structure that enables you to move in the right direction IE: TEAM
- ▶ Tools NOT Schools
- ▶ Deliberate Practice





## Why TEAM-CBT?

- ▶ by Dr. David Burns [www.feelinggood.com](http://www.feelinggood.com)
- ▶ More effective, up to 10x.
- ▶ Structured approach appeals to more people and practitioners while including the soft, flexible nature of coaching.
- ▶ Allows for diverse methods for a variety of clients and coaches. You can use any method that would be helpful including spiritual tools.
- ▶ Honor's the clients value system while empowering them to change their negative thinking and behaviours.



## What is TEAM-CBT

- ▶ **T - Testing:** Rapid session-by-session assessment of both symptoms and coaching relationship.
- ▶ **E - Empathy:** Accurate, compassionate understanding of the client's unique problem/situation.
- ▶ **A - Assessment:** Pinpoint resistance, boost motivation, and figure out what is getting in the way of change.
- ▶ **M - Methods:** There are 100+ tools from over 12 modalities. BUT ANY tool can be used including faith-based ones, SMART goals, stress management, integrative health, etc.

Self-defeating  
beliefs that get  
in the way!



PERFORMANCE  
PERFECTIONISM

PERCEIVED PERFECTIONISM

ACHIEVEMENT ADDICTION

APPROVAL ADDICTION

SELF-BLAME

MAGICAL THINKING

LOW FRUSTRATION TOLERANCE

SUPERHERO COMPLEX

# Some SDB's that hinder "Practice What You Preach"

## Performance Perfectionism

I must never fail or make a mistake.

Clients depend on me getting everything right.

Clients should come first, they need me.

## Magical Thinking and/or Superhero

If I worry enough everything will turn out ok.

If I don't worry that shows I don't care about my clients.

I should always be strong and never weak.

I should be everything my clients need.

## Low Frustration Tolerance and/or Emotional Perfectionism

I should never be frustrated.

It shouldn't be hard to work with clients if I care enough.

Working with clients should always be "easy." (if I'm good enough – implied)

As a clinician I should always have my act together.

# Some SDB's that hinder "Death of the Therapist's Ego & Sitting With Open Hands"

## Achievement Addiction and/or Other Blame

My worth as a clinician depends on the success of my clients.

Clients don't work hard enough and their lack of success makes me look bad.

## Approval Addiction and/or Self-Blame

I never my clients and/or colleagues' approval to be worthwhile.

The problems with my clients are my responsibility to fix.

It's my fault if a client isn't successful.

## Perceived Perfectionism and/or Superhero

People won't think I'm a good clinician if I fail or make a mistake.

I should always be strong, never weak.

# Some SDB's that hinder "Fail as Fast as you can"

## Complete Perfectionism and/or Other Blame

I must succeed right now.

This must be complete today.

If I take too long to X, I'm failing.

Clients are just whiners and complainers.

## Immediate Perfectionism

I must complete every task only once and 100% fully.

Any adjustments needed to achieve x means I made a mistake and this I am inferior.

Growth means I've failed.

If I can improve in x I'm currently a failure.

## Superhero Complex and/or Perceived Perfectionism

I should always be strong and never be weak.

People won't accept me if I'm flawed or vulnerable.



# Discover and Uncover

WHAT ARE  
YOUR SDB'S?

INTUITIVE  
ANSWER

DOWNWARD  
ARROW

# Make it REAL. Deep dive!

- ▶ Think about one moment when you felt overwhelmed by being a coach/therapist.
- ▶ Who were you with? Alone? What was happening? How did you Feel? What was going through your mind?
- ▶ Write down a few of the thoughts you were having.



# Downward Arrow

- ▶ Choose one of the thoughts you were having and ask yourself-
- ▶ If that were true, why would that be upsetting to you?
- ▶ Repeat question 8 to 12x!
- ▶ Consult the SDB List.

## Downward Arrow

"My skills aren't good enough."



"I'm failing my clients."



"My clients won't get better."



"It will be my fault."



# Participation

- ▶ Moment when you struggled with a client
- ▶ (or if you don't have any clients yet, around your choice to be a coach or therapist)



# Participation

Which ones resonate with you?

- ▶ Performance Perfectionism
- ▶ Perceived Perfectionism
- ▶ Achievement Addiction
- ▶ Approval Addiction
- ▶ Self-Blame and/or Other-Blame
- ▶ Magical Thinking
- ▶ Emotional Perfectionism
- ▶ Low Frustration Tolerance
- ▶ Superhero Complex
- ▶ Immediate Perfectionism
- ▶ Complete Perfectionism



# BREAKOUT SESSION



- ▶ Pick ONE SDB
- ▶ Use your moment in time
- ▶ Use downward arrow if need
- ▶ Share which one and why you chose it



# 5 min Break





# Part 2: Reframing Beliefs

BY ANGELA POCH, RPC

“

**Resistance to Change:** Is not about what's wrong with me, but what's right with me! How can I tap into my values in a positive helpful way?

”

## Outcome Resistance & Positive Reframing

# Benefits of SDB's!

## Positive Reframing

Benefits, Advantages, or Functions  
of this Belief

What does that show about you  
that's positive & awesome?

# Benefits of Immediate Perfectionism

## Positive Reframing

Benefits, Advantages, or Functions of “Perfectionism”	What does that show about you that’s positive & awesome?
<ul style="list-style-type: none"><li>▶ Keeps me motivated to excel, right now!</li><li>▶ Better than focusing on my lacks.</li><li>▶ Attention to detail.</li><li>▶ High-quality work, FAST!</li><li>▶ Keeps me disciplined.</li><li>▶ Motivates me to succeed in a hurry.</li></ul>	<ul style="list-style-type: none"><li>▶ Shows I’m not willing to settle for mediocre or slow progress.</li><li>▶ I desire work of the highest quality as fast as possible.</li><li>▶ Willing to put in the effort.</li><li>▶ Shows dedication to my clients.</li><li>▶ Shows I care about my clients and don’t want them to wait!</li><li>▶ Shows I believe in myself.</li></ul>

# WHY Change!

YOU DON'T WANT  
TO GIVE UP ALL THIS  
GOOD STUFF DO  
YOU?

# Costs of Immediate Perfectionism

CBA	
Benefits	Costs
<ul style="list-style-type: none"> <li>▶ Shows I don't want to wait for success.</li> <li>▶ Motivates me to excel right now and not put things off.</li> <li>▶ Holds me to a high standard.</li> <li>▶ Shows I'm excited or passionate about _____ (therapy, coaching, clients, etc.)</li> <li>▶ Feels true to who I am (task oriented, ADHD, fast paced, easily bored, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>▶ I put off things I won't be immediately good at!</li> <li>▶ If it will take time to learn, I won't do it or I'll feel bad about it.</li> <li>▶ Unrealistic. Many things worth doing require time to build skill.</li> <li>▶ Sets me up to feel like I am failing over and over when I'm just learning.</li> </ul>



# Participation

- ▶ List all the benefits for Approval Addiction
- ▶ What about for Superhero Complex?
- ▶ How about Low Frustration Tolerance?



Lots of Tools

**For working  
through Self  
Defeating Beliefs**

- ▶ Semantic Technique
- ▶ Be Specific
- ▶ Feared Fantasy
- ▶ Upward Arrow
- ▶ Double Standard

# Semantic Technique

- ▶ Based on the idea that words themselves matter when conveying an idea, even if the idea is true.
  - ▶ Derogatory
  - ▶ Belittling
  - ▶ Mean, hurtful.
- ▶ Talk to yourself with a little compassion.
- ▶ Restate the belief in a kinder, more helpful way.
- ▶ Omit any errors or distortions in the process.



## Semantic Technique

- ▶ Restate your Self-Defeating Belief in a kinder, more positive way. Keep the good, get rid of the self-defeating part!
- ▶ Make sure this new belief is true! 100%. Keep rewording it till it is!

*NOTE: If you are having a hard time restating your belief, you may need to use some other tools from the list.*



# Semantic Tech Example

Immediate Perfectionism = I must get it all right, right now!

- ▶ Rewrite: It's important for me to excel quickly, but Rome wasn't built in a day.
- ▶ Rewrite: Perfection means I'm continuing to move forward even if I make mistakes.
- ▶ Rewrite: Like everyone else, I only have 24hrs in a day. Focusing on what's in front of me allows me to do my best in this moment.

# Upward Arrow\*

- ▶ Use for ANY Restated Belief and/or Be Specific Goal you created.
- ▶ We sometimes need some other tools to give our “new belief” more power!
- ▶ Ask yourself a series of questions repeatedly till you flush out all the motivation to move forward and/or believe your new thought.

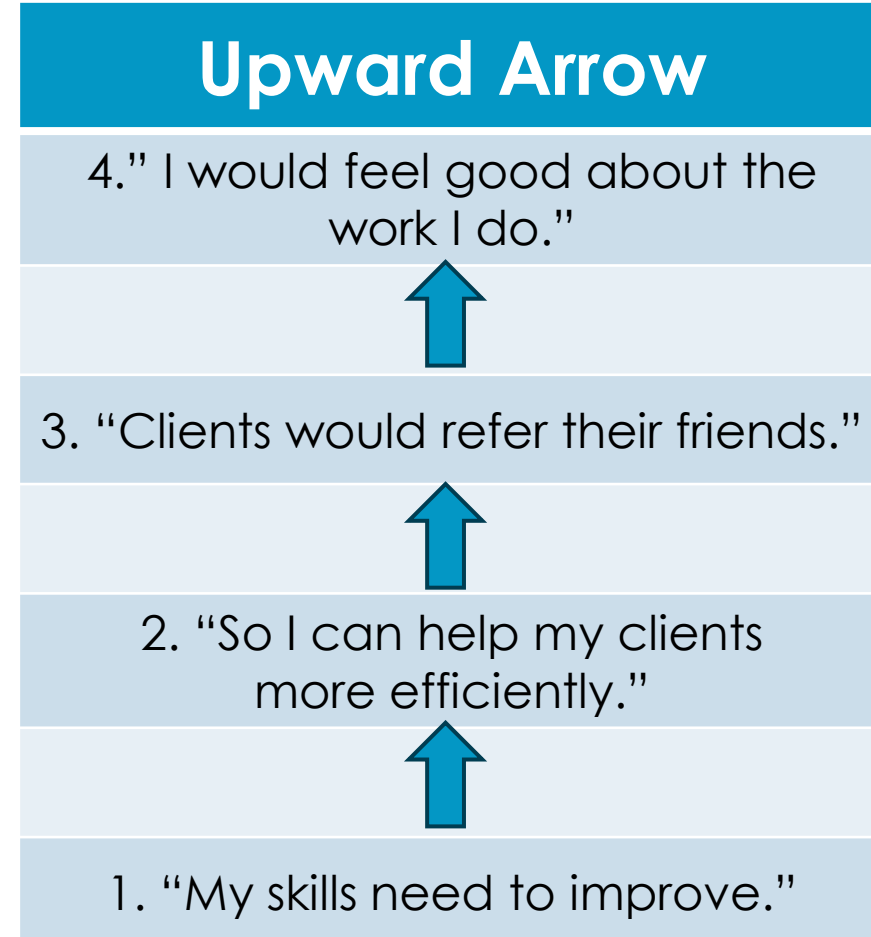
GOAL



\* Credit: Heather Clague

## Upward Arrow

- ▶ What would that be like?
- ▶ Why would that be important to you?
- ▶ How would that look?



# Be Specific

- ▶ Good for SDBs where some behavioural change would be important to you.
- ▶ Set a goal to get you where you want to be rather than beating yourself up for where you currently are.



## Be Specific

- ▶ Ask yourself a series of questions to unpack specifically what you need to change:
  - ▶ What do I mean by X (all, failure, stupid, enough, etc.)?
  - ▶ What exactly is X?
  - ▶ What specifically happened?
  - ▶ Is there something specific I can learn vs arbitrarily judging myself on the general?



# Be Specific Example

NT: “It’s too hard.”

- ▶ What do I mean too hard? “Almost impossible.”
- ▶ What exactly is too hard?  
“Learning new tools. That’s hard but not “too” hard or impossible.”
- ▶ What can you take away from this?  
“I need to give myself a little more time to practice so I can get better at these tools.”



# Double Standard

- ▶ Do you have a Double Standard that is hurting you?
- ▶ Try out this “Paradoxical Double Standard” exercise.

## How to do it – Part 1

- ▶ Imagine you are speaking to a dear friend. But more than a friend, a clone of you. They think like you, has the same self-defeating belief as you.
- ▶ Now tell them exactly what you tell yourself (use the Downward Arrow exercise or other negative self-talk). Don't hold back. Give it to them straight!
- ▶ IE: You are a failure if you aren't 100% perfect, 100% of the time. OR You are a terrible clinician if you make a mistake.

## How to do it – Part 2

- ▶ Could you say those things to others? Why or why not?
- ▶ How does that feel to talk that way?
- ▶ Is it ok to treat some people like this? Why or why not?
- ▶ Is it ok with you to treat yourself this way?
- ▶ You may or may not have a double standard. Some of us hold everyone to an impossible standard, but that's not as common for those who are very compassion.

# Feared Fantasy

- ▶ A role play technique that helps take the “new belief” from intellectual assentation to a gut level.
- ▶ Facing the monster often reveals it’s only a shadow and not real.
- ▶ Several ways to do Feared Fantasy for different Self Defeating Beliefs.



## Feared Fantasy

- ▶ Several ways to do this:
  - ▶ “No” Practice
  - ▶ I Judge You
  - ▶ You Aren’t Helping
  - ▶ High School Reunion
  - ▶ I Reject You



# How to Do Feared Fantasy

- ▶ Done in a role play.
- ▶ Learn more on David's podcasts.  
[www.feelinggood.com](http://www.feelinggood.com)

# BREAKOUT SESSION



- ▶ Take a few minutes to rewrite your SDB using the semantic tech.
- ▶ Do you believe the new Self-Empowering Belief 100%?
- ▶ How do they compare?
- ▶ Do the Upward Arrow or Be Specific if you need a little more motivation.



# Welcome Back





“

You got this  
.... See you tomorrow!

”



# DAY 2

# Welcome Back



# BREAKOUT SESSION



- ▶ One thing that has been a struggle for you
- ▶ What stood out from yesterday's session!



# Part 3: Compassionate Self-talk

BY ANGELA POCH, RPC

## 5 Secrets of Effective communication\*



- ▶ Disarming Technique (affirmation, truth)
- ▶ Thought & Feeling Empathy (summarizing, paraphrasing, etc.)
- ▶ I Feel Statements (connect deeper)
- ▶ Stroking (encouragement, respect)
- ▶ Inquiry (clarify and/or redirect)



\* By Dr. David Burns, "Feeling Good Together"

# NOT Common Use!

- ▶ The 5 Secrets are for communicating with others and we'll talk more about that later.
- ▶ We'll take an unusual look at them to help speak more compassionately to yourself.

# Adjusted 5 Secrets of Effective communication for self-talk



- ▶ Disarming Technique (truth, honor resistance)
- ▶ Thought Empathy (summarizing, exploring, etc.)
- ▶ Feeling Empathy & I Feel Statements
- ▶ Stroking (encouragement, respect)
- ▶ Inquiry (Rebuttals!)



# Disarming Technique (Affirmation) For compassionate self-talk



- ▶ What are you really telling yourself, dig for the truth?
- ▶ What parts are true?
- ▶ What might you subconsciously be saying to yourself?
- ▶ Add Self-Acceptance



# Thought Empathy for compassionate self-talk



- ▶ What would you say to a friend?
- ▶ Are you unpacking all the aspects of the message you are telling yourself?
- ▶ What are you missing?



# Feeling Empathy & I Feel Statements



- ▶ What are you feeling?
- ▶ Acknowledge them!
- ▶ Any feelings missing that might be more appropriate?
- ▶ How is the intensity of what you are feeling?
- ▶ Is it ok for you to feel this way? Why or why not?
- ▶ Would you judge others for feeling this way?



## Stroking (Respect)

- ▶ Convey warmth and respect.
- ▶ Tell yourself something “positive” or uplifting. Be specific.
- ▶ Speak in a respectful, warm way.



# Inquiry used as Rebuttals!



- ▶ Ask yourself clarifying questions
- ▶ How or what questions
- ▶ Use CBT or other tools to look for errors in your thinking, Is what I'm telling myself true? What part isn't true?
- ▶ Use Semantic Technique to speak in a kinder, gentler way.

## How to use!



- ▶ When you notice negative self-talk, imagine those words are being spoken out loud to a dear friend.
- ▶ Repeat what you told yourself using the 5 Secrets.

## Example

- ▶ Event: Just deleted my contact list.
- ▶ Self-talk: “I’m a idiot!”
- ▶ 5 Secrets Response (don’t have to have all 5 and order doesn’t matter):
  - ▶ “I feel very upset with myself (*feeling empathy*). Deleting my contact list was unhelpful (*disarming*) and will add to my already busy schedule (*thought empathy*). I wish I wouldn’t have done that, (*I feel*) and that shows I care about how I spend my time. (*stroking*). But telling myself I’m an idiot is not helpful and simply not true (*rebuttal*).”



# Demo

▶ Example:

# BREAKOUT SESSION



- ▶ Share one of your negative thoughts or self-defeating beliefs. (Partner write it down and says it to you, in second person “you”.)
- ▶ Respond to it in first person “I” using the 5 Secrets.
- ▶ Repeat if time, then switch
- ▶ 20mins



# 5 min Break





# Coming up

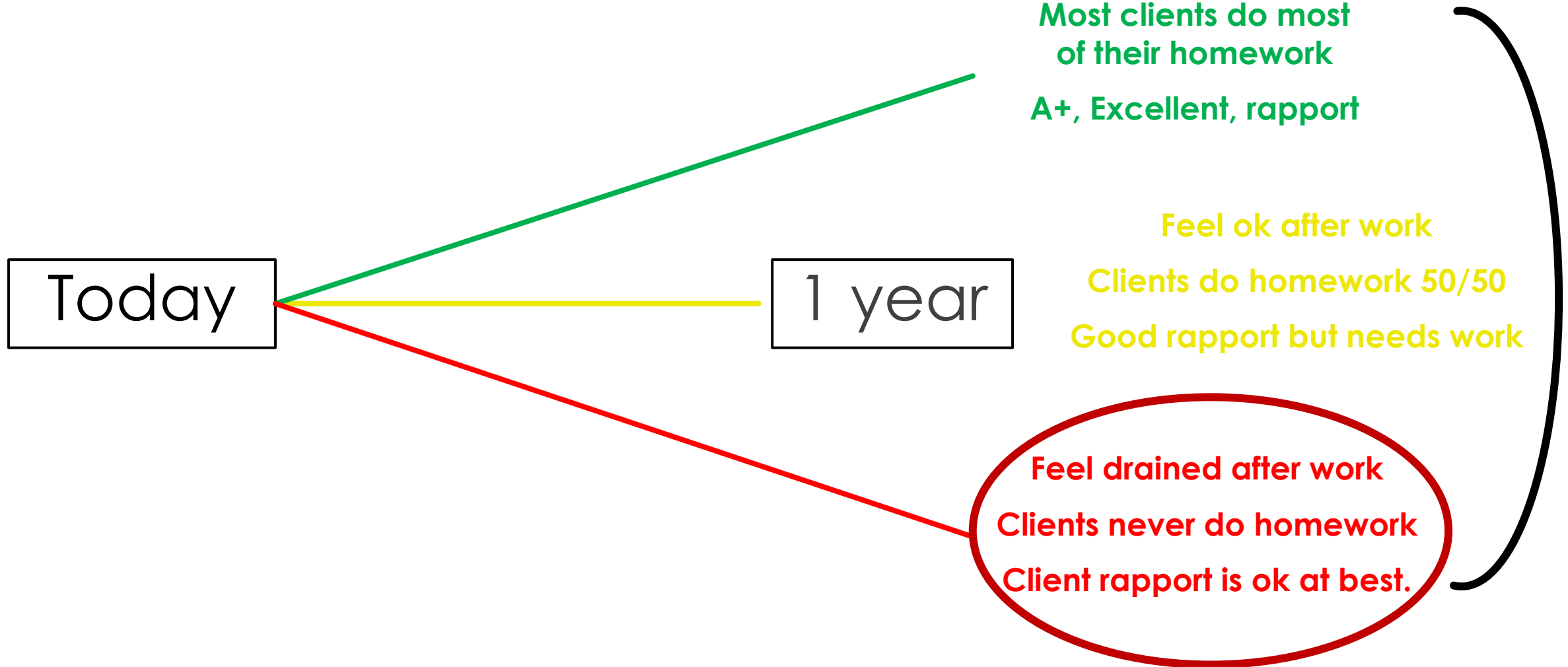
- ▶ Using the 5 Secrets to connect with clients and implement the FIRST Key fundamental:
  - ▶ Death of the Ego
    - ▶ Sitting With Open Hands
    - ▶ Client Collaboration
  
- ▶ But first a little Check In exercise...



# Check In Exercise!

WHERE ARE YOU AT?

# What is your IDEAL clinical practice & self-care goal?





Connect



Unlock



Change

**Rapport  
supercharged**

**Client pitfalls  
avoided**

**Compassion  
fatigue minimized**

**Goals  
confidently  
defined**

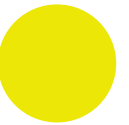
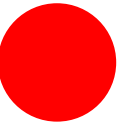
**Empowered by  
resistance!**

**Accountable  
clients**

**Amazing self-  
care plan**

**Powerful tools  
mastered!**

**Client progress  
measured**



**RESULT: Have a consistence self-care routine and confidently work with client mood issues by skillfully incorporating up to 20 tools.**

# How the Program Works

## Pulse Check & Gameplan

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## Action Item & Accountability

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## Possible Milestones

- ▶ 30 days – Identify and clarify your self-care goals and challenges.
- ▶ 2-3 months – Break through client resistance and implement your self-care routine.
- ▶ 6+ months – Confidently work with client mood issues by skillfully incorporating up to 20 tools with a consistence self-care routine.
- ▶ 1 year - Have consistent self-care and 70%+ of your clients\* improve at least 70% in under 6 months. *\*who do ALL their homework*

# Program Experience

## Training

- Biweekly Live Trainings (recorded)
- On-demand Niche Modules
- Practice Groups
- Worksheets & Other tools
- TEAM-CBT Level 4 Advanced Trainer – CE certification

## Support

- One-on-one pulse checks
- Email & Whatsapp
- Accountability Partner
- Community & Networking
- Case Consultation group
- Personal work group

# Part 4: The 5 Secrets and Client Empowerment

BY ANGELA POCH, RPC

# Core Framework

Testing

Empathy

Agenda Setting

Methods



## 5 Secrets of Effective communication\*

- ▶ Disarming Technique (truth & affirmation)
- ▶ Thought & Feeling Empathy (summarizing, paraphrasing, etc.)
- ▶ I Feel Statements (connect deeper)
- ▶ Stroking (encouragement, respect)
- ▶ Inquiry (clarify and/or redirect)

\* By Dr. David Burns, "Feeling Good Together"



## 5 Secrets of Effective communication



- ▶ You may use 1, 3, or all 5 in a conversation.
- ▶ It's a lot of work to get these to be natural and they won't be effective without a lot of practice!
- ▶ They sound easy but hard to practice.
- ▶ Not just tools but transformative.
- ▶ **MUST** be true and genuine!



## Disarming Technique

- ▶ Find the Truth, the meaning past the words.
- ▶ Not relativism or “their” truth, Helps to normalize what the client is going through.
- ▶ Affirm the truth, the right part.
- ▶ Especially good during conflict.



# Disarming Technique



- ▶ Common Errors
  - ▶ Perspective truth, “I can see how YOU see it that way.”
  - ▶ Sarcastically, “Sure, tell me all the ways I failed.”
  - ▶ Defensively, “You are right, I am an absolute jerk. I was just trying so hard to impress you.”



## Disarming Example:

Client says, “You are not listening to me.”

Disarming response: “You are right, I was thinking about my response instead of really hearing what you are saying.”



# Thought Empathy (Paraphrasing, Mirroring)



- ▶ Using the same words they used, esp. nouns and adjectives.
- ▶ Summarizing OK!
- ▶ Common Errors:
  - ▶ Adding your own ideas
  - ▶ Interpreting & assuming
  - ▶ Too often using synonyms or similar words, instead of being exact



# Feeling Empathy (Emotional Labeling)



- ▶ Empathizing with someone's emotions and expressing that to the person.
- ▶ It's ok to guess! IE: "I'm wondering if you are feeling..."
- ▶ Common Errors:
  - ▶ Avoiding labeling anger
  - ▶ Not trying to make a guess
  - ▶ Tell a client how they feel or should feel, "You sound sad."



# Thought & Feeling Empathy

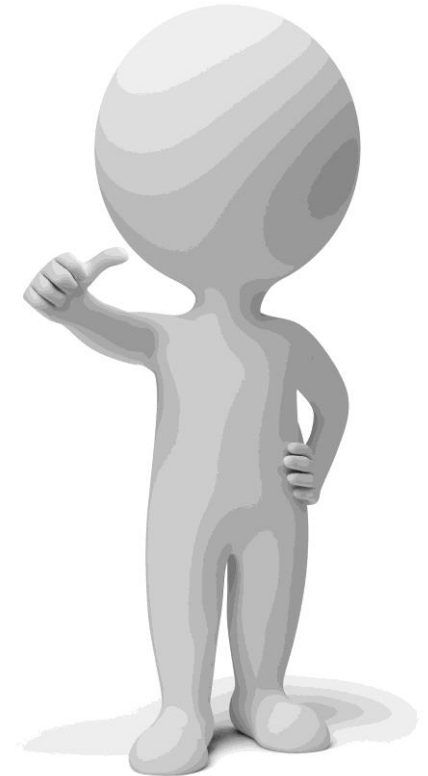
## Example:



- ▶ Client says, “It’s so hard to get out of bed. I’m just useless.”
- ▶ Thought & Feeling Empathy, “Sounds like you feel down and maybe blue (FE). I imagine you might also feel worthless or inadequate (FE) when it’s hard to get out of bed (TE).”
- ▶ Notice same words “hard to get out of bed” for TE but a guess on the FE.

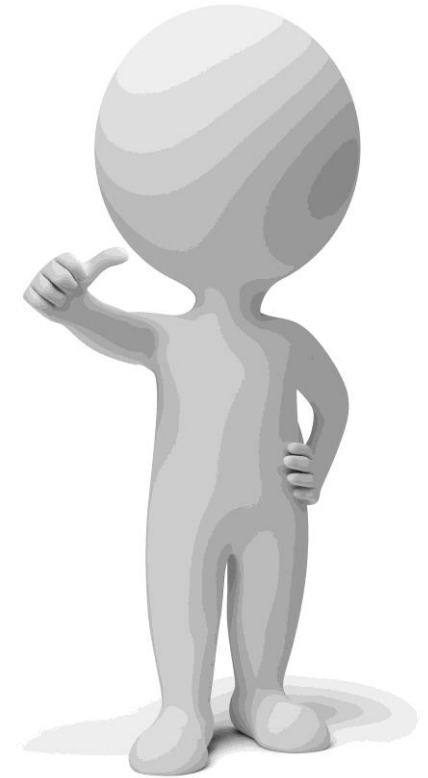
# I Feel Statements / Self-disclosure

- ▶ Keep it short & simple!
- ▶ Keep it real.
- ▶ Ok to show emotion!
- ▶ Self-disclosure builds connection
- ▶ Use appropriately.



# I Feel Statements

- ▶ Common Errors:
  - ▶ Using it to blame: I feel X because you did Y.
  - ▶ Using it to get a point across: I feel less prayer keeps me from overeating.
  - ▶ Talking about yourself too long, too much.



## “I Feel” Example:

- ▶ Client says, “It’s so hard to get out of bed. I’m just useless.”
- ▶ I Feel, “I feel concerned when you say useless. (IF) Do you ever feel like life isn’t worth living? (IN)”
- ▶ Note: Use I feel with another 5 Secret, inquiry, to keep the focus on the client.

## Stroking (Respect)

- ▶ Convey warmth and respect.
- ▶ Tell the client something good about themselves. Be specific.
- ▶ Alternatively, talk about the client in a respectful way, “I enjoy working with you.”
- ▶ Common Errors:
  - ▶ Too general, “You are so brave.”
  - ▶ Using platitudes, “Thank you for sharing.”
  - ▶ Not meaning what you say.



# Stroking (Respect)



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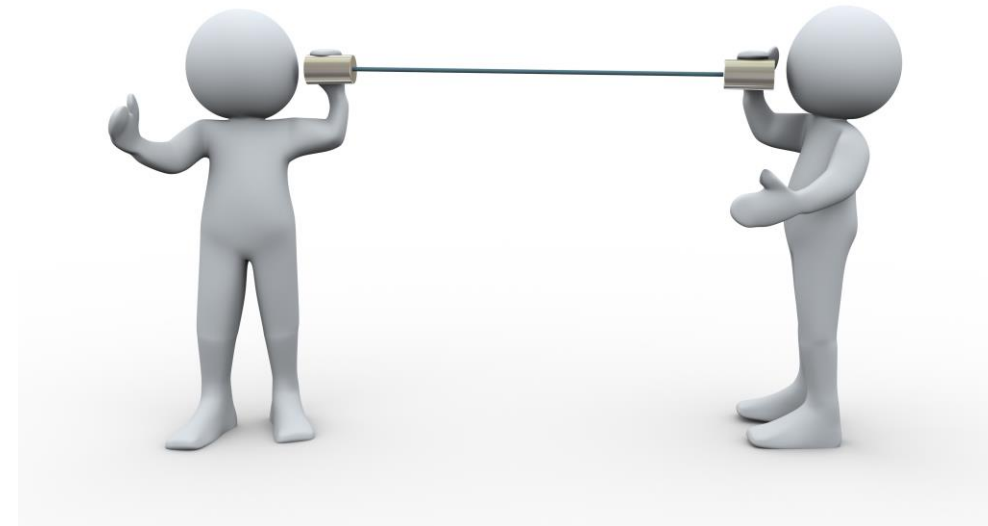


## Stroking Example:

- ▶ Client says, “It’s so hard to get out of bed. I’m just useless.”
- ▶ You could say, “You’ve been trying so hard to get a good breakfast in before work.”
- ▶ or “I’m looking forward to working with you on getting out of bed.”

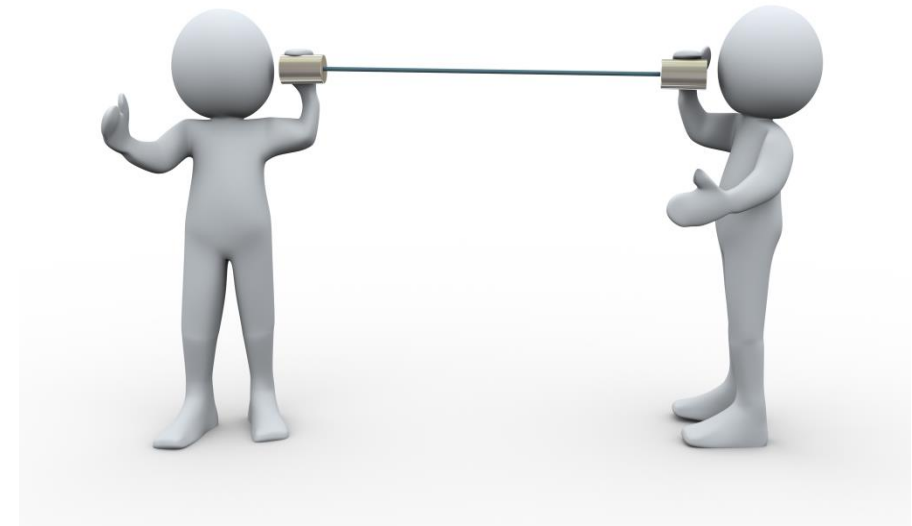
# Inquiry

- ▶ Clarifying questions
- ▶ How or what questions
- ▶ Avoid why questions
- ▶ Open ended is great, but closed questions ok too.



# Inquiry

- ▶ Common Errors:
  - ▶ Using it to get client to agree, IE: “Don’t you think it’s better to get out of bed early?”
  - ▶ Not giving client time to answer
  - ▶ Directing the client or being too specific, IE: “Do you want to work on feeling less anxious?”



## Inquiry Example:

- ▶ Client says, “It’s so hard to get out of bed. I’m just useless.”
- ▶ Could ask something like, “Tell me more about what that’s been like for you?”



## All Combined!

- ▶ Client says, “It’s so hard to get out of bed. I’m just useless.”
- ▶ “I imagine you are feeling down and unhappy (FE). I can related, I’ve struggled with depression myself.(IF) It’s so true, it is hard to get out of bed (DA/TE) when we feel that way. Tell me more about what this has been like for you (IN)?”
- ▶ Notice:
  - ▶ We don’t have to use ALL 5 all the time!
  - ▶ Order can vary.
  - ▶ Make the language your own, but always include the clients words!

## IMPORTANT Reminders!

- ▶ Don't have to use 5 Secrets for ALL communication.
- ▶ Don't have to use ALL 5 all the time!
- ▶ Order can vary.
- ▶ Make the language your own, but always include the clients' words!
- ▶ Death of the Ego!

# Common General Empathy Errors

- ▶ Cheerleading
- ▶ Advice giving
- ▶ Validation lectures
- ▶ Directing the conversation vs client leading
- ▶ Trying to helping the client
- ▶ Doing empathy only once or initially then forgetting all about it during methods.





# BREAKOUT SESSION



- ▶ Choose one of the following things a client may say (imagine it's one of your clients or someone you know so you can “fill in the gaps”):
  - ▶ Your forms and surveys are so annoying.
  - ▶ I don't think my problem is in my brain, I just think my job sucks.
  - ▶ I'm just so hopeless I don't think anything you do can help me.
- ▶ Practice responding with the 5 Secrets!



# How clients suck the life out of coaches and therapists!

- ▶ Clinicians accept clients are broken and need to be repaired!
  - ▶ Solution: Death of the Ego

# How clients suck the life out of coaches and therapists!

- ▶ Clinicians feel all the emotions the client feels and can't turn it off.
  - ▶ Solution: Practice What You Preach

# How clients suck the life out of coaches and therapists!

- ▶ Clinicians/Clients go in circles trying the same tools over and over without success.
  - ▶ Solution: Fail as Fast as you Can



# Participation

- ▶ What stood out to you during this workshop?



# Closing Story