

What to Say: Use an EAR Statement™

SUPERIOR

INFERIOR

ATTACHED

ABANDONED

ATTENTION

IGNORED

DOMINATING

DOMINATED

HYPERVIGILANT

BETRAYED

WHEN THE PERSON SAYS . . .

- I don't deserve this treatment!
- Do you know who I am?
- You disrespected me!
- You're a moron!
- I AM NOT A BULLY!

- You don't care!
- I hate you!
- You abandoned me!
- I'm reporting you to ____!
- You are soooo amazing!!!!
- I can hear it in your tone of voice!

- You've ignored my requests!
- No one pays attention to me.
- I feel completely lost.
- I can't decide.
- Quit being so dramatic!

- I sent it in. You figure it out.
- You are clearly a loser.
- Prove it!!
- You never sent me anything.
- Who me? I would NEVER do that!

- I know you've deleted my records so I can't prove my case.
- The look on your face tells me everything.
- You've taken advantage of me.
- You betrayed me.

YOU SAY AN EAR STATEMENT . . .

SHOWS RESPECT

- I respect your efforts to...
- It doesn't feel good to feel disrespected, so let's....
- I'd like to hear about your experience / perspective.
- Tell me more.
- No one like to be insulted.

SHOWS CONNECTION

- Ah, it'll be okay..
- I can acknowledge ...
- That must be difficult...
- I do care about helping you...
- I want to help...let's see how I can do that for you. Would that be okay?

SHOWS ATTENTION

- I'm paying attention
- I'll make this a priority
- I'm listening
- What you have to say is important
- Tell me more
- I'd like to help
- That sounds hard

DOESN'T FEEL DOMINATING

- Ah look, we may never know the full story without evidence but let's see what we can do...
- I respect how much you want to get this wrapped up / your commitment....

NOT TOO PRYING

- I see what you're saying...let's take a look.
- Help me understand what you think I should know.
- I don't want to pry...I just want to help.

WHICH CALMS THE PERSON