EFFT – Emotion-Focused Communication Script-Builder

Step 1 - Validate

A. Make an effort to convey understanding of their experience (from their point of view):

- I could understand you…
- I could imagine you…
- No wonder you…
- It would make sense that you…
- I could never understand but when I try to put myself in your shoes, I can imagine you…

When I put myself in your shoes I could imagine you might feel/think/want to/not want to _____

B. Demonstrate your effort using because-statements grounded in tentativeness and sincerity, reflecting the underlying vulnerability of the other, their goodness, their positive intentions and/or attempts for relief from stress/distress: because 1: _____ because 2: _____ because 3: _____

Example:

I could understand you might feel _____because #1, because #2 and because #3, OR

No wonder you want to _____ because #1, because #2 and because #3, OR

It would make sense that you might not want to _____ because #1, because #2 and because #3

Step 2 - Support

A: Emotional support ideas

- Comfort (a hand, a hug or loving words)
- Reassurance ("It's going to be ok")
- Communication of positive regard ("I know you are doing the best you can right now")
- Communication of belief in the other ("I believe in you; "I believe you can do this")
- Communication of togetherness ("We're in this together"; "I want the best for you too")

B: Practical support ideas

- Proceed with or propose plan / intervention / treatment; state behavioral expectation(s)
- Share information or skills
- Offer solutions to solve the practical problem or take over to solve the problem
- Set a limit
- Space* (space can be physical or psychological *and* time-limited in that the plan for reconnection must be clearly communicated)
- N/A (sometimes, once the other is validated and supported emotionally, no more is required)

EFFT Emotion-Focused Communication: Practicing with Scripts

1. I want to _____

It makes sense to me that you would want to _____ because:
1.
2.
3.

Emotional support sentence:

Practical support suggestion:

2. I don't want to _____

I can imagine why you wouldn't want to _____ because:
1.
2.
3.

Emotional support sentence:

Practical support suggestion:

3. I feel so_____

No wonder you feel so_____ because:
1.
2.
3.

Emotional support sentence:

Practical support suggestion:

4. Why are you trying to talk to me like that? (said after you've gone through the steps of EC)

I can understand why you'd react in this way to what I'm saying because:
1.
2.
3.

Emotional support sentence:

Practical support suggestion: