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May 2006 Communication: Caring or Deadly Habits?

Psychiatrist/Philosopher Victor Frankl asserts that what is important in life is not our title, but how we treat people.

Dr. Frankl asks which person in patient's room is the true healer:

-the physician who comes to the patient's room, does not make eye contact with the patient, looks at the chart, scribbles a note, remarks he changed the medication and promptly leaves the room?

-the housekeeper who enters the patient's room with a smile, makes eye contact, asks how the patient is doing, asks if there is anything the patient needs, discusses a current event?

Dr. Frankl asserts that, of course, the true healer is the housekeeper, who makes personal contact with the patient as a human being.

When we look at our communication style, do we communicate with habits that Dr. William Glasser refers to as "Caring or Deadly"? Review Dr. Glasser's list and choose one Caring Habit to manifest and one Deadly Habit to let go of with a co-worker, family member or friend.

CARING HABITS

Supporting
Encouraging
Listening
Accepting
Trusting
Respecting
Negotiate Differences

DEADLY HABITS

Criticizing
Blaming
Complaining
Nagging
Threatening
Punishing
Control with Reward or Punishment

"Our life gains meaning...

by what has been achieved in the area of true human expression:

kindness in times of need,

warmth in times of turmoil,

empathy in times of crisis---the ultimate values that enhance life."

Uncommon Sense, Reuven Bulka