



## MINDFUL COMMUNICATION SCRIPTS

Frequently, patients say to me that they're afraid that saying "no" is going to come across as mean. But it absolutely doesn't have to. Assertive mindful communication is just honest and can be done in a firm and respectful way. Be clear, direct, and if it's in person, make eye contact, and look relaxed. Take ownership of what is 100% within your rights by using "I" statements. Here are some examples:

1. I'd really love to be able to help you, but unfortunately, I'm already committed at that time.
2. What you're going through sounds so hard. I love you and I'm here for you.
3. That activity sounds like a lot of fun. I don't think it's exactly for me, but I'd love to do something else with you at another time.
4. Thank you for offering to include us in your holiday celebration. I really love spending time with family and as much as I'd love to be there, I'm struggling because I remember how much traffic we sat in last year. I'm trying to figure out a compromise.

When people seek to please others in order to feel loved and worthy, their reinforcement for their self-worth comes from outside of themselves. It comes only with the approval given to them from others, but outside reassurance is fickle and unreliable. When it doesn't come, and inevitably it won't, that will only erode our self-confidence. However, self-confidence built from within is not transient; it is the basis for living a life sustainably satisfied, while generating a belief in our lovability.

