STRESS BEYOND COPING

the good Samaritan factor

the DESC model of COMMUNICATION

D = DESCRIBE what you see going on.

('Tonight when we were with a group of our friends at the party, you pointed out that I had spilled some salsa on my sweater.')

E = DESCRIBE how you feel.

('When that happened, I felt very embarrassed and thought they would think I was a clumsy klutz.')

S = SPECIFY what you would like to see changed.

('In situations like that, I would much prefer to have such a message whispered in my ear privately.')

C = Communicate the CONSEQUENCE – If the change I desire would take place, it would have this

positive consequence for me and our relationship.

('If that would happen, it would seem to me that you were trying to protect me from embarrassment, and I would feel more secure and very grateful.')

Formulated by Sharon Anthony Bower and Gordon H. Bower

Asserting Yourself: A Practical Guide for Positive Change (Reading, Massachusetts: Addison-Wesley Publishing Company, 1991), pp. 87-105.