

MODEL 1  
CONFLICT STATEMENTS  
**BUT**

MODEL 2  
DISILLUSIONMENT STATEMENTS  
**AND**

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I AM HERE REMINDED OF  
THE NEW YORKER CARTOON  
IN WHICH A GENTLEMAN,  
SEATED IN A RESTAURANT BY THE  
NAME OF THE DISILLUSIONMENT CAFÉ,  
IS AWAITING THE ARRIVAL OF HIS ORDER

THE WAITER RETURNS TO  
HIS TABLE AND ANNOUNCES,  
**"YOUR ORDER IS NOT READY,  
AND NOR WILL IT EVER BE."**

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AT THE END OF THE DAY  
MODEL 2 IS ABOUT GRIEVING  
THE LOSS OF ILLUSIONS  
ABOUT THE OBJECTS  
OF OUR DESIRE  
WHETHER PAST AND / OR PRESENT  
AND EVOLVING TO A PLACE  
OF SERENE ACCEPTANCE  
OF THEIR LIMITATIONS,  
SEPARATENESS, AND IMMUTABILITY

SUCH THAT WE CAN TRULY  
- AND NONDEFENSIVELY - SAY  
**"IT WAS WHAT IT WAS"  
"IT IS WHAT IT IS"**

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AS AN EMPATHIC SELFOBJECT  
 RESONATING WITH THE PATIENT'S  
 MOMENT – TO – MOMENT EXPERIENCE

**THE MODEL 2 THERAPIST**  
 MIGHT OFFER A GRIEVING PATIENT ANY OF THE FOLLOWING

“I WONDER IF IT BREAKS YOUR HEART ...”  
 “IT SOUNDS AS IF IT BREAKS YOUR HEART ...”  
 “IT SEEMS AS IF IT BREAKS YOUR HEART ...”  
 “IT MUST BREAK YOUR HEART ...”

BUT PERHAPS IT WOULD BE MORE EFFECTIVE WERE  
 THE THERAPIST SIMPLY TO ELIMINATE THE EXTRA  
 VERBIAGE AND CUT TO THE CHASE WITH

**“IT BREAKS YOUR HEART ...”**

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SO HOW DO WE HELP THE PATIENT GRIEVE?  
**MODEL 2 DISILLUSIONMENT STATEMENTS**  
 ARE DESIGNED TO FACILITATE THE GRIEVING  
 OF A PATIENT WHO, REFUSING TO MOURN,  
 HAS BEEN CLINGING TO ILLUSIONS  
 ABOUT THE OBJECTS OF HER DESIRE

“OPTIMALLY STRESSFUL”  
**DISILLUSIONMENT STATEMENTS BOTH**  
**CHALLENGE**  
 BY SPEAKING TO THE DISILLUSIONING REALITY THAT  
 THE PATIENT IS GRADUALLY COMING (WITH HER HEAD) TO KNOW

**AND SUPPORT**  
 BY RESONATING EMPATHICALLY WITH  
 THE PATIENT'S EXPERIENCE (WITH HER HEART) OF DEVASTATION

**“YOU ARE BEGINNING TO REALIZE THAT ... ,  
 AND IT BREAKS YOUR HEART ...”**

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AS DESCRIBED EARLIER  
**MODEL 1 CONFLICT STATEMENTS**  
 HAVE THE FOLLOWING FORMAT

**“YOU KNOW THAT ... ,  
 BUT (MADE ANXIOUS BY THAT KNOWING)  
 YOU FIND YOURSELF (DEFENSIVELY REACTING) ...”**

BY CONTRAST  
**MODEL 2 DISILLUSIONMENT STATEMENTS**  
 HAVE THE FOLLOWING FORMAT

**“YOU ARE BEGINNING TO REALIZE THAT ... ,  
 AND (IN THE FACE OF THAT KNOWING)  
 IT BREAKS YOUR HEART (ADAPTIVELY RESPONDING) ...”**

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IN OTHER WORDS

**MODEL 1 CONFLICT STATEMENTS**  
- IN AN EFFORT TO ENHANCE AWARENESS -  
**HIGHLIGHT THE PATIENT'S  
NEED TO DEFEND**  
(AND THEREFORE USE "BUT")

**MODEL 2 DISILLUSIONMENT STATEMENTS**  
- IN AN EFFORT TO FACILITATE GRIEVING -  
**SUPPORT THE PATIENT'S  
CAPACITY TO ADAPT**  
(AND THEREFORE USE "AND")

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**MODEL 1 CONFLICT STATEMENT**  
"YOU KNOW THAT TONY WILL ALWAYS PUT HIS DAUGHTER BEFORE YOU, BUT YOU CONTINUE TO HOPE THAT HE MIGHT EVENTUALLY CHANGE."

**MODEL 2 DISILLUSIONMENT STATEMENT**  
"YOU ARE BEGINNING TO REALIZE THAT TONY WILL ALWAYS PUT HIS DAUGHTER BEFORE YOU, AND IT BREAKS YOUR HEART."

**MODEL 1 CONFLICT STATEMENT**  
"YOU KNOW THAT YOUR FATHER WILL NEVER REALLY UNDERSTAND YOU, BUT YOU ARE NOT ABOUT TO GIVE UP HOPE THAT SOMEDAY HE MIGHT."

**MODEL 2 DISILLUSIONMENT STATEMENT**  
"YOU ARE REALIZING THAT YOUR FATHER WILL NEVER REALLY UNDERSTAND YOU, AND THE PAIN OF THAT REALIZATION - AND THE ANGER - GO SO DEEP."

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