

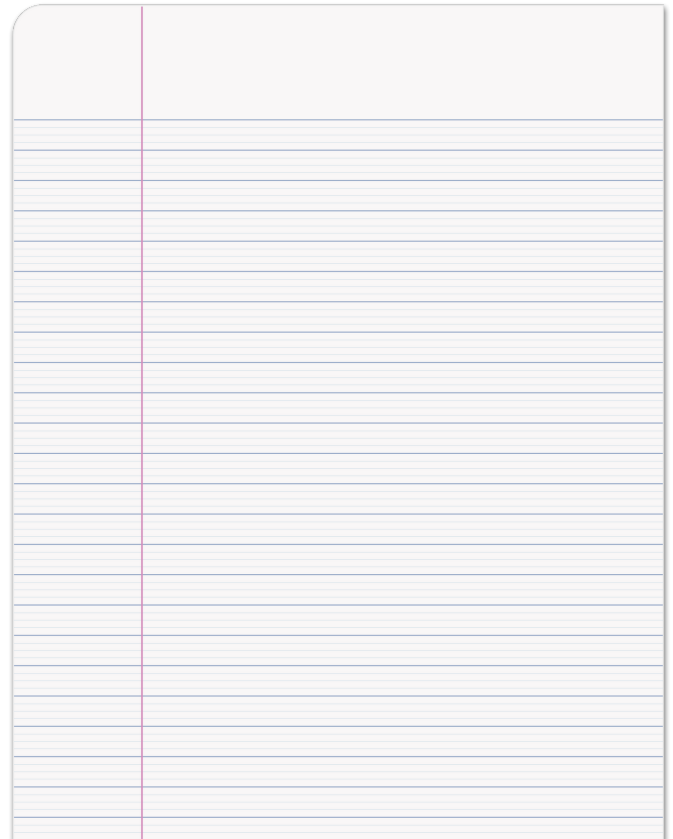
THE SPEAKER

SPEAK HONESTLY ABOUT YOUR
FEELINGS/BELIEFS ON THE TOPIC

REMEMBER

- No blaming*
- No criticism*
- No contempt*
- No "you" statements*
- Use "I" statements*
- Talk about your feelings*
- Talk about a positive need*
- Speak the facts*

NOTES



MY INFLEXIBLE AND FLEXIBLE NEEDS



REMEMBER:

Before you can persuade, you get to summarize your partner's side. Your job is to interview and be interviewed. You get to learn extensively about what your partner is feeling and thinking.

The listener

Remember, do not argue your point of view. You are listening for understanding.

Step 1

Prepare yourself!

- No personal agenda
- Get into your partner's world
- Hear the pain
- See the world from his/her perspective

Step 2

Attune:

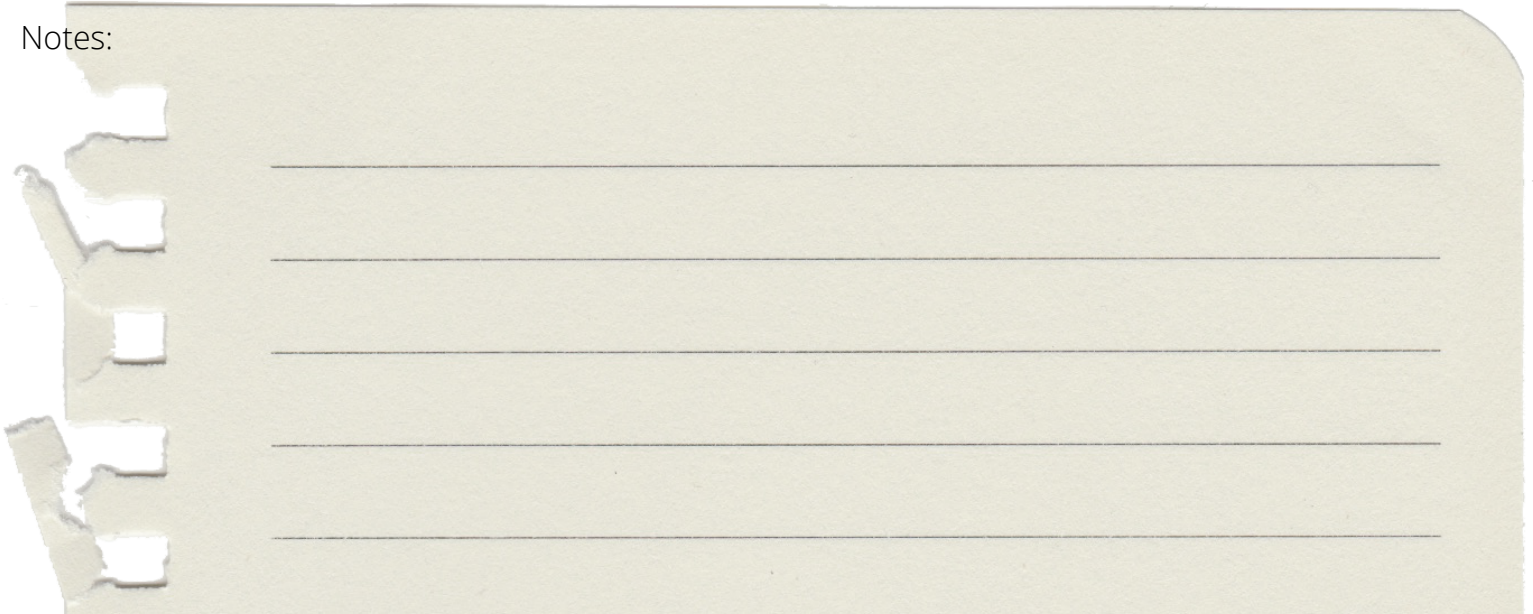
- Be present, work for understanding
- Open-ended questions
- Seek clarification
- Don't be critical/judgmental
- Don't minimize them
- Don't own their stuff
- Don't save him/her
- No put-downs

Step 3

Summarize and reflect

- Identify his/her feelings (name them)
- Restate things in his/her words
- You will summarize...so get as much info as possible

Notes:



A piece of lined paper with a torn left edge, intended for taking notes. The paper is light beige and has several horizontal lines for writing. The left edge is jaggedly torn, suggesting it was part of a binder or folder.

Step 4

Validate and communicate the understanding

- It doesn't mean you agree, just that you heard
- Ask if you got it right...Ask if he/she feels understood
- Then switch