

STEPS TO LISTENING AND SPEAKING

Step 1 LISTEN:

- I mean REALLY listen.
- Stay calm, no matter what tone is being used by the person.
- Listen for the need. Need is what that person is trying to express even if done with anger.

Step 2 THINK:

- What is the need?
- Is it like a need I have or one I have experienced?
- Could it be fear?

Step 3 SPEAK:

- Reflect back the need.
- Use “I” statements.
- No blame or passing judgment.
- You do not have to agree. It is just important that you hear and let the person know you hear.

Step 4 SEEK:

- Seek first to understand.
- Then seek to be understood.

Step 5 HAVE EMPATHY:

- The ability to imagine a person’s predicament.
- The ability to let that person know they are understood.

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