

LISTENING, INQUIRING AND RESPONDING

9 HEALTHY WAYS TO COMMUNICATE

1. Reflect back on what is being said. Use their words, not yours.
2. Begin where they are, not where you want them to be.
3. Be curious about and open to what they are trying to say.
4. Notice what they are saying and what they are not.
5. Emotionally, relate to how they are feeling. Nurture the relationship.
6. Notice how you are feeling. Be honest and authentic.
7. Take responsibility for your part in the conflict or misunderstanding.
8. Try to understand how their past affects who they are and how those experiences affect their relationship with you.
9. Stay with the process and the relationship, not just the solution.

THE ART OF MINDFUL INQUIRY

What I heard you say was...

Tell me more about what you meant by...

What angered you about what happened?

What hurt you about what happened?

What's familiar about what happened?

How did it affect you? How does it affect you now?

What do you need/want?

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