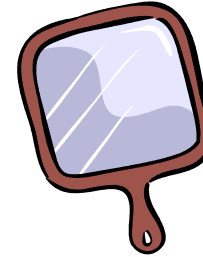


LISTENER

1



Right?
More?

2

Listener: Summarize the main message – In YOUR words.

Right?
More?

3

- a) Listener: Guess at feelings
- b) Talker: Shares feelings
- c) Listener: Reflect feelings



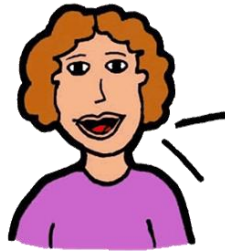
4

Listener only



Can we
switch?

TALKER



Ask for appointment

“I” statements

1 issue/time

Avoid mind reading

Avoid extreme statements