

SKILL BUILDING: DEEP LISTENING & TALKING FOR MUTUAL UNDERSTANDING

The DEEP LISTENING & TALKING FOR MUTUAL UNDERSTANDING SKILL is used when we are upset about something and want to discuss it, or for when we think that the topic might be upsetting. This step requires an intention to understand each other and helps create emotional safety so that problem solving can occur afterwards.

SENDER	RECIEVER	
The one who wants to send a message must take the initiative and say something like, <u>"I would like to have a discussion about something. Is now okay?"</u>		It is the receiver's job to grant the Deep Listening Dialogue as soon as possible. If <u>now</u> is not okay, the couple makes an appointment to talk so that the sender knows when he/she will be heard
The Sender makes her/his statements	1. MIRROR	When the sender makes a natural pause the receiver paraphrases (MIRRORS) what the sender says, then
	2. REALITY CHECK	CHECKS to see if the paraphrasing is accurate with phrases like, <u>"If I got it right, you are saying...."</u> , or <u>"It sounds like you're saying..."</u> and
	3. ELICIT	The Receiver asks, <u>"Is there more about that?"</u> , <u>"Is there anything else."</u>
When the Sender has finished speaking	4. VALIDATE	When the sender has finished sending , the receiver summarizes and VALIDATES by saying, <u>"I can (see) (hear) (sense) what you are saying."</u> and <u>"You make sense."</u>
	5. EMPATHIZE	<p>The Receiver EMPATHIZES with the sender's feelings by saying, <u>"I imagine you might be feeling..."</u> or <u>"I imagine you might have felt..."</u></p> <p>Then you make some GUESS at what the sender is feeling. Feelings are stated in one word (angry, confused, sad, hurt, upset, etc.). If your guess is more than one word it is probably a thought-- For example, "You feel that you don't want to go with me". This is a thought, not a feeling. We also need to do another reality check, since we never know for sure what another person is feeling.</p> <p>The Receiver REALITY CHECKS the guess by saying, <u>"Is that what you're feeling?"</u> or <u>"Did I get it?"</u> AND AGAIN The Receiver ELICITS by continuing to ask, <u>"Are there any other feelings you are having?"</u> AND AGAIN</p> <p>MIRRORS what is said.</p>
	SWITCH & RECIEVER RESPONDS	When the Receiver has gone through all 5 steps (Mirroring, Reality Checking, Eliciting, Validating, and Empathizing), s/he says, <u>"I would like to respond now."</u> The Reciever then becomes the Sender, and is responded to with the steps 1-5 above.

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