

## How to Speak

### 1. The Set Up

GOAL: Remember Love

GOAL: The person you're speaking to is not the enemy.

GOAL: The reason you are speaking is to make things better

\* Request to Speak - "Is this a good time?"

### 2. The Action: Use the Feedback Wheel

#### 1. Behaviours I saw & heard = video speak

Stay with one issue. Don't use "always" or "never"

e.g. "This morning you left the dishes in the sink..."

#### 2. What I made up about it (what I imagined)

"The meaning I give to it is that you feel entitled to be irresponsible and you expect people to pick up after you like your mother did."

#### 3. How I feel about it

Own your feelings. No one "makes you" feel anything.

"I make myself feel hurt and angry. Hurt that you don't listen to me, and angry that you don't pull your weight."

#### 4. What I would like = video speak

Ask for specific behaviours that would help you feel better right now.

"What would help me feel better is for you to apologize, reassure me that you take this seriously and tell me what you're going to do about it."

### 3. The Finale

\* Appreciate what you get. If they say "Yes", say "Thank you. How can I help you do that?"

\* Let go of what you don't get. They don't have to give you everything you ask for.

They can say "yes", "maybe" or "no". And they must give a reason "this is why not" plus an alternative proposal.

## How to Listen & Respond

### 1: Put Yourself Aside; You're at Their Service

GOAL: Help them feel better

GOAL: The other person feels understood

### 2: Listen to Understand

#### 1. Recap what they saw & heard

It must be 80% to your partner's satisfaction

Repeat to yourself: "It's not about me. I don't have to agree."

#### 2. Recap what they made up about it

It must be 80% to your partner's satisfaction

They must feel you're understanding their experience

#### 3. Recap how they feel

It must be 80% to your partner's satisfaction

#### 4. Recap their request

It must be 80% to your partner's satisfaction

### 3: Acknowledge Whatever You Can

GOAL: Reassure the other person that you are trustworthy

Find something for which to take responsibility: "Yes, I did that."

Or "Yes, I did some of that", "Yes, I did that in the past", "Yes I can do that".

#### 3a: Give Whatever You Can

GOAL: Satisfy the other person and re-establish connection.

Find something to say yes to: "Yes, I'll do all of that." or "I'll do this part".