

HOW TO RESPOND

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

GOAL: Help them feel better

GOAL: The other person feels understood

Step 2: Listen to Understand

- Recap each of the four steps of their Feedback Wheel until you can say:

"So this is your experience of it"

or

"Given that experience, I understand how you feel about it"

or

"Have I got the gist of it?"

Step 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 portion) of that."

or

"Yes, I certainly have done that in the past, so I can see why you're concerned about it."

Step 4: Give Whatever You Can

GOAL: Satisfy the other person and re-establish connection

- Sell it! Emphasize what you are going to give.

- Find something to say yes to:

"Yes, I'll do all of that."

or

"I will absolutely do (some portion) of it."

Adapted from *The New Rules of Marriage*, by Terrence Real