

Taking the step to heal a rift with someone close to you.



The listener can prepare by:

Creating a safe and welcoming space for this conversation;

Remind yourself that although you may have said or done something (or did not say or do something) that triggered the other persons frustration, it is partially about you and alot about pain in the other persons history. (their limiting beliefs, judgements & opinions)

Remind yourself that no matter what you may think or feel about the topic, your 'movie' (what you think, feel, believe about the situation- belongs on the shelf when you are the listener. Choose to put your movie aside for now.

Focus on truly understanding the other persons experience. You may need to consciously do this several times in a chat)

The Talker:

Help the other person understand your experience of an event, tell him/her what it is/was like for you. What thoughts and feelings does it bring up for you? What hurt or angered you the most about it?

Stay focused on the one issue that you express in your 'bottom line' statement. Other issues may come to mind during the chat, save them for another time.

Make sure you connect your frustration or concern to the other persons behaviour in stating your bottom line frustration. So for instance, instead of perhaps saying... my frustration is that you are so selfish... you might say something like... I felt frustrated when you..... and state the behaviour.

Make sure you are being mirrored accurately.. give the feedback to the listener if he/she has missed something, simply say ... that was most of it, and also..... . Nothing is gained from criticising the listeners efforts... just gently correct it.

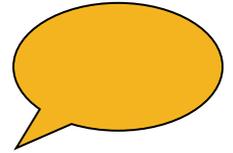
The listener:

When you mirror.. begin each time with... What I'm hearing you say is.....

Use your partners words even though it feels awkward at first.

Each time you mirror ask, is there more about that..... with this you are inviting the other person to share more ... you are thus giving you and the other person an extraordinary gift.

Continue mirroring until your partner says there is no more at this time.



Step 1 MIRROR

Repeating back the other persons words so you both know you have actually heard the 'talkers' words. Both the listener and talker have responsibilities during mirroring.

Paraphrasing

Changing even a few words can dramatically change the meaning for you or the other person, paraphrasing keeps you in your own language and thereby makes it easier to bring in your own 'movie'.

when the listener is getting upset, that is a sign that his/her own movie is creeping in... acknowledge it and park it on the shelf for now.

Step 2 SUMMARISING AND EXPRESSING UNDERSTANDING

The listener summarises the gist of what the talker has said to that point. this is where the listener steps into the shoes of the talker... and would say ... what you are saying makes sense to me because.....

Step 3 EMPATHISE

Trying to put yourself in the other persons shoes in that experience and imagining what that must have felt like to him/her. So Listener would say something like..... and the way you might have felt is.....

This is not about arguing or getting one up with the other person, it is about bridging the gap.... crossing over the bridge and feeling these issues from the perspective of your partner and acknowledging this.