

# STEPS TO LISTENING AND SPEAKING

## **Step 1** LISTEN:

- I mean REALLY listen.
- Stay calm, no matter what tone is being used by the person.
- Listen for the need. Need is what that person is trying to express even if done with anger.

## **Step 2** THINK:

- What is the need?
- Is it like a need I have or one I have experienced?
- Could it be fear?

## **Step 3** SPEAK:

- Reflect back the need.
- Use “I” statements.
- No blame or passing judgment.
- You do not have to agree. It is just important that you hear and let the person know you hear.

## **Step 4** SEEK:

- Seek first to understand.
- Then seek to be understood.

## **Step 5** HAVE EMPATHY:

- The ability to imagine a person’s predicament.
- The ability to let that person know they are understood.

~ Barbara Ann Bartlett ~

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