

MIRRORING

Sender send complete thought
Receiver mirrors it back and invites more "Is there More?"
Until there is no more

SUMMARY

Receiver puts it all together for the big picture
Checks "Is that a good summary?"
Mirror any corrections the send makes to the summary
Check again "Now is that a good summary?"
Check "Is there more?"
Mirror if there is more, if there is no more move onto

VALIDATION

"It makes sense to me that _____ because _____
Or
"I can understand _____ because _____
(just pick one thing out of all to validate)

EMPATHY

"I imagine you feel _____
(feelings are one word)
sad/mad/glad/disappointed/discouraged/hurt/anxious/afraid)
"Is that how you feel?" if not, "How do you feel?"
"It makes sense that you feel that way"

Switch roles, Sender becomes receiver and
Receiver becomes Sender, transition phrase,
"One thing you said that touched me"