

## **CONNECTED CONVERSATION PROCESS: Examples of Wording and Contents of Chunk**

### **Transition into reflection – Step 2**

SPEAKER (self-interrupts): “I’m going to pause there. Could you tell me back what you’re hearing?”

**OR**

LISTENER (interrupts): “Can I tell you back what I’m hearing?”

LISTENER (interrupts): “So what I’m hearing is....”

LISTENER (interrupts): “Is it OK if I tell you back what I’ve heard so far?”

LISTENER (interrupts): “I want to be sure I’m understanding you, can I tell you back what I’m hearing?”

LISTENER (checking for accuracy of reflection): “Is that what you wanted me to hear?” or “Is that accurate?”

### **During Step 3 – reflecting and clarifying step**

SPEAKER: “That’s all accurate so far. Could you also reflect the piece about.....”

SPEAKER: “You heard something there differently than I intended. I’d like you to hear..... Could you reflect that piece back?”

SPEAKER: “I didn’t intend for you to hear X. What I meant you to hear was...”

### **Transition into switching roles – Step 4**

SPEAKER: “You heard what I wanted you to hear, so I don’t need any more reflection. I’d like you to become speaker, is that OK?”

If SPEAKER is starting to add new “chunk” when the first chunk has already been accurately reflected, but LISTENER wants to have a chance to become SPEAKER:

LISTENER (interrupts): “Do you feel like I heard your first chunk?”

SPEAKER: “Yes”

LISTENER: “Is it OK with you if I take a turn as speaker before you say more?”

### **What goes into your chunk?**

Use Connected Communication / NVC expression (sharing your observations, feelings, needs and requests) if you are familiar with doing that, and want to do it.

Generally though, say whatever you want to say, while maintaining the intentions of **Connection** through a blend of **Kindness** and **Authenticity**.

- First check – do I have a response to what the previous SPEAKER said? If you have a response you’re willing to share, then do that. Examples of responses:
  - Your thoughts, feelings & needs related to what the previous speaker said
  - What you enjoyed or did not enjoy about what the previous speaker said
  - More reflection/clarification of what the previous speaker was saying [if you don’t feel complete even though they do]
  - Opinions/Analysis of what the previous speaker said
  - Advice and Suggestions related to what they said
  - Questions
  - Requests for the other person
  - Related Philosophies on life
  - Thoughts about the Connected Conversation Process, or how you’re doing it
- If you have no response to what was just said, or something else is coming up more strongly for you in the moment, then share that. E.g “I just realized I’d like to eat before we do this.”