

CONNECTED CONVERSATION PROCESS

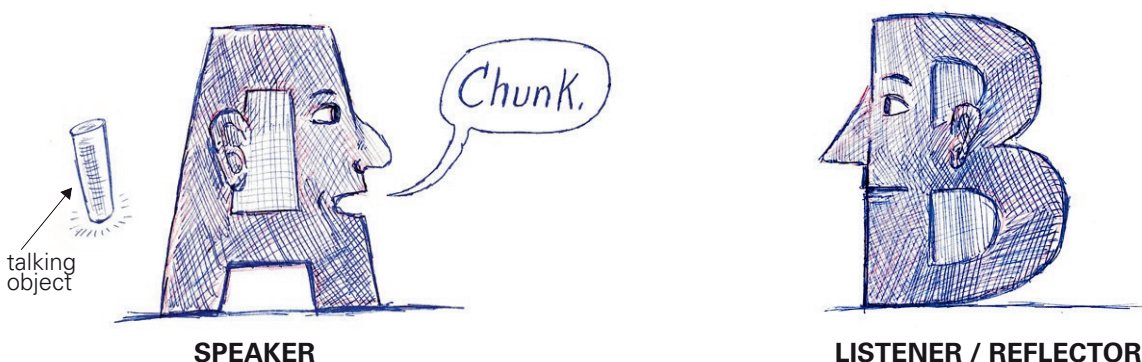
Use only with the consent of both people.

- 1) Prioritize: **CONNECTION, AUTHENTICITY, KINDNESS**
- 2) Share these responsibilities:
 - to ensure Speaker has a sense of being heard by Listener/Reflector.
 - to keep each "chunk" at a length that works for both people.
 - to ensure Speaker and Listener/Reflector switch roles with a frequency that works for both people

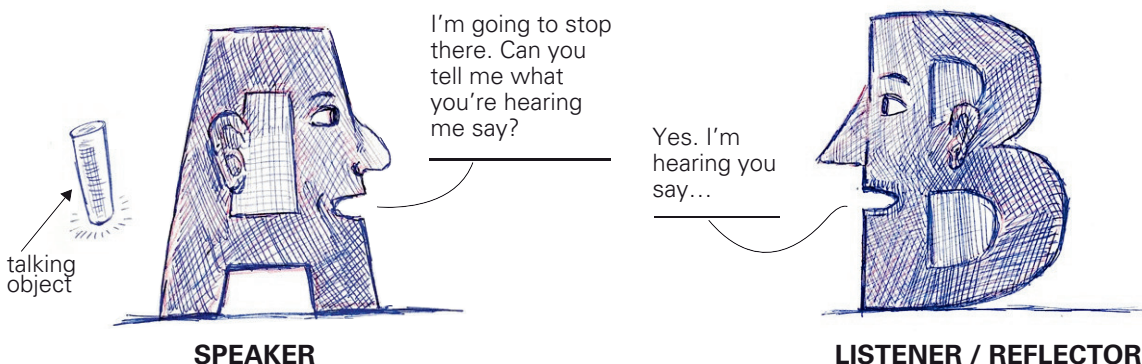
What is a chunk? It's a part of what you want to say during a particular conversation. The length of a chunk will vary. Suggestion: The bigger the tension, the smaller the "chunk."

4 STEPS

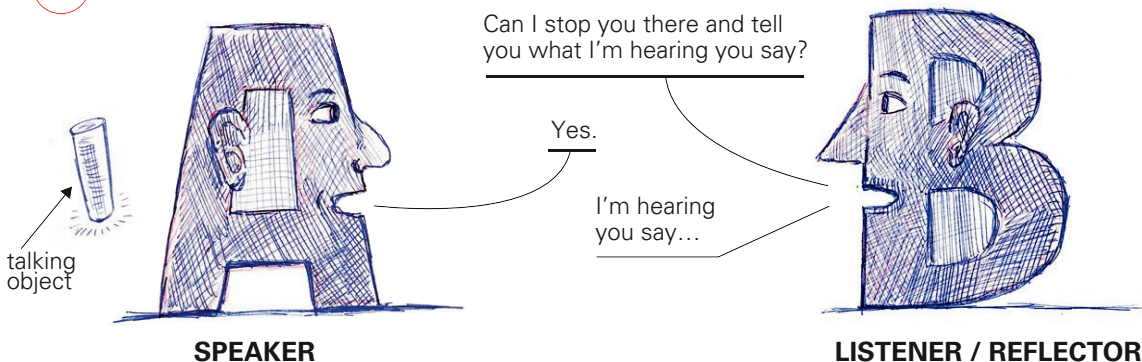
1. While holding a "talking object," Person A speaks a "chunk" while Person B listens.



2. Speaker self-interrupts, or Listener/Reflector interrupts, so that Listener/Reflector can reflect back what was said.

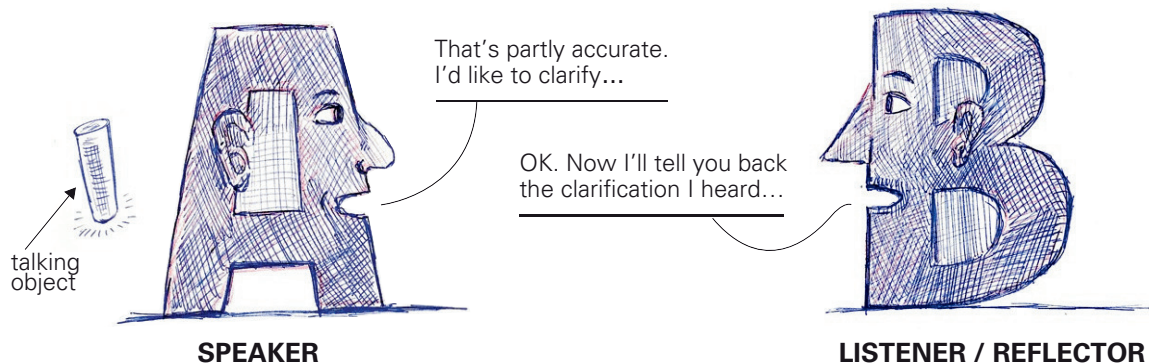


OR:

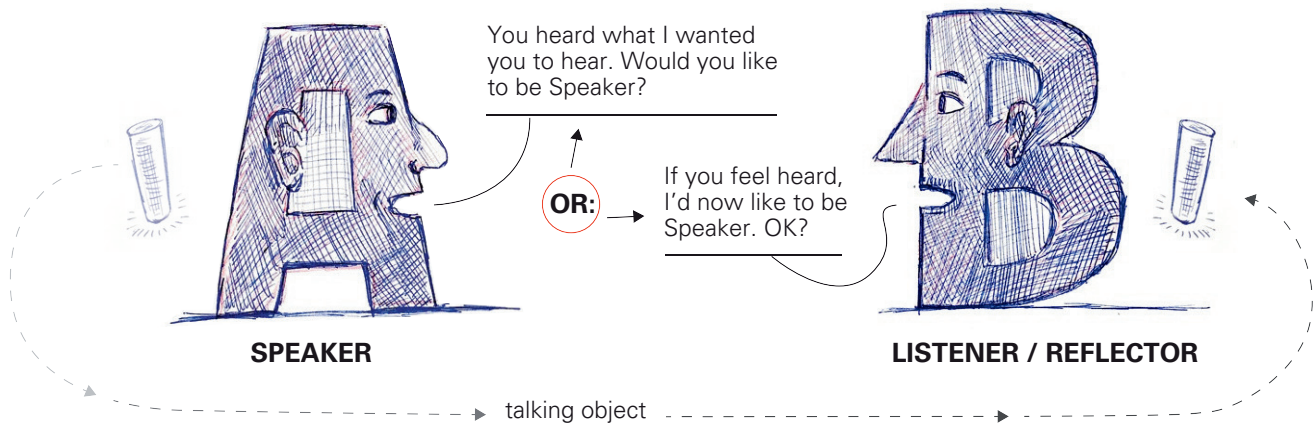


CONNECTED CONVERSATION PROCESS page 2

- 3.** Speaker **repeats** and **clarifies** anything Listener/Reflector repeated back that does not match what Speaker was intending. This continues until Speaker feels heard. Speaker—minimize the introduction of new chunks during this step.



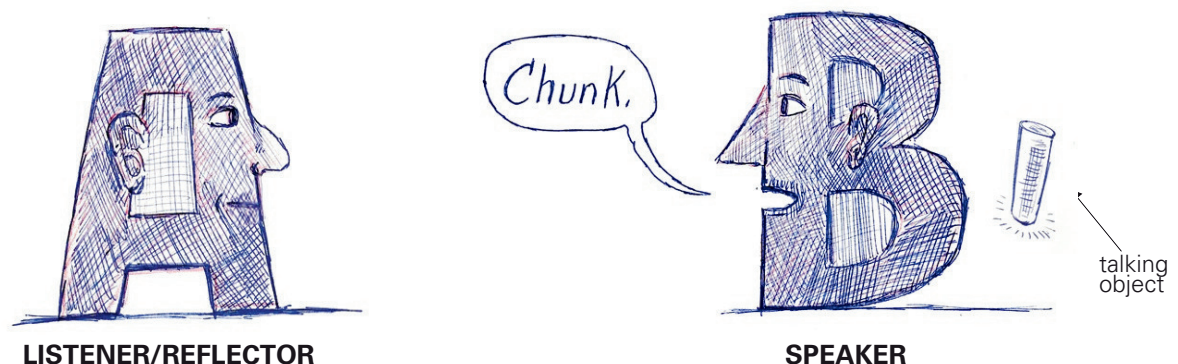
- 4.** When Speaker feels fully heard, they communicate this to Listener. To switch roles, Speaker hands the Listener the "talking object." Listener now becomes the new Speaker.



Now start again from Step 1, except: Listener/Reflector becomes Speaker, and vice versa.

VERY IMPORTANT: The new Speaker pauses to check whether they have a response to what the previous Speaker said. If they do, they can include the response in their chunk. If they have no response to what the previous Speaker said, they simply say whatever seems most immediately important to say.

- 1.** While holding a "talking object," Person B speaks a "chunk" while Person A listens.



- 2-4.** Continue with B as speaker, following steps on previous page and this one.