



When you are wanting to share information with another person to increase their understanding of you and your experience, it is helpful to use the fool proof way of talking and listening outlined below.

### **This forces you:**

- To stay in your lane by speaking only from the “I” point of view
- To take full responsibility for your thoughts and feelings without blame
- To stay focused on one thing without going into “always or never”
- To stay focused on behavior, not attitude or character
- Offers the other a clear achievable behavior that would help you feel better (even though they can choose not to do so)

### **The system:**

1. Set boundaries by asking the other if they are willing to listen and if now is a good time
2. Remind yourself that you are communicating your thoughts, feelings, needs and wants because you want to be better understood and are willing to be vulnerable to connect with others in a deep and meaningful way
3. Take the 4 steps of the feedback wheel
  - a. Say what you saw or heard about one particular event (just the facts)
  - b. Say what you made up about it (the story I told myself was...what I made up about the event)
  - c. Say what you feel about it, not your beliefs (how I made myself feel when I made this up)
  - d. Say what you would like to have happen in the future or now to get your needs and wants met (what I would like for you to do)
4. Let go of the outcome

Borrowed from the writings of Pia Mellody and Terrance Real