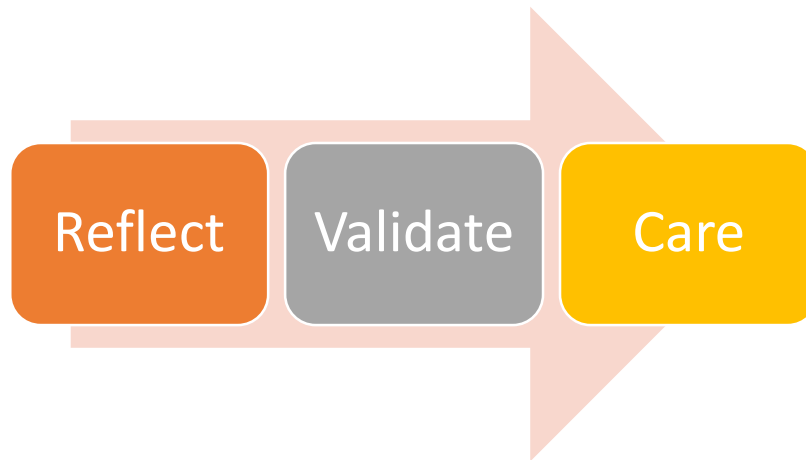


Reflecting Back – a container for the hard conversations

Can we do the reflecting back thing? Can do it when things are still calm.



1. Reflecting

Reflect back what I'm hearing.

"What I hear you saying is....." "This is what I'm hearing you say. Is that correct?" Goes on until the speaker says "yes."

- No additions
- No judgement

2. Validating

"It makes sense to me that you feel that way."

"It makes sense to me that you think that."

- Don't have to agree with what they are saying.
- Given what you know about them, does it make sense?
- What you are saying is, "I don't think he or she is crazy."
- You might be thinking "I don't feel that way, but it makes sense that you do."

3. Caring

Show that you care that they feel that way. Care for the heart of your spouse. Care for the little boy or little girl that feels those things. Aim to really see the person in front of you, not just the "issue," whatever it is.