

From: *Why Don't We Listen Better?*

Without

- Advising • Defending
- Agreeing • Disagreeing

GOALS

- To provide safety
- To understand
- To clarify

*I'm calm enough to hear
I don't own the problem*

LISTENER

TALKER

*I'm most bothered
I own the problem*

GOALS

- To share my feelings
- To share my thoughts

Without

- Accusing • Attacking
- Labeling • Judging