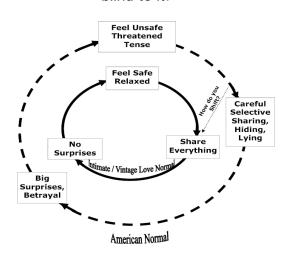
Enmeshment What he says or does. Ocean Ocean Ocean

All people make sense all of the time. They are congruent within themselves.

You can either hear and know their sense, or be blind to it.



Communication: Fundamentals

People think and speak in points. Get to share your/their point.

Relaxation / Safety / Trust
Sense of Contorl
Predictive Information

Step 1 Make 'Em Feel Heard Sender sends a little bit. Send Mirror Receiver mirrors it back. Sender indicates the correctness Repeat Check of the mirroring, acknowledges feeling heard. Pull Receiver politely invites the Senderto continue on that topic. "Please say more about that." When Sender is done, the switch directions. Receiver becomes Sender.

Step 2

Make 'Em Feel Understood

• PreValidate:

Show them you are interested in their view of the world "Oh wow! Of course you did that. It made sense to you, but I don't seeyour sense yet. Tell me more."

• Validate:

Show them that you have witnessed at least some of their view of the world and want to hear more. "Oh. I see. You voted for him cuz you think he is honest and you like honesty."