

## **Speaker and Listener Practice Tool:**

### **Speaker Tool (Partner A):**

Topic/ Fact – When I heard, read, saw: \_\_\_\_\_

What I thought was: \_\_\_\_\_

What I felt was: \_\_\_\_\_

What I would prefer is: \_\_\_\_\_

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### **Listener Tool (Partner B):**

What I heard you say was: \_\_\_\_\_

Validate something about what was said: \_\_\_\_\_

#### Examples of validating statements:

“I understand how you could feel that way”

“I can understand how you would think...”

“I can see how thinking \_\_\_\_\_ would make you feel \_\_\_\_”

“It makes sense to me how you would feel \_\_\_\_”

“I see how angry you feel and how upset it makes you”

“I would probably feel that same way if I were in your shoes”

“I can’t imagine what it would be like to think/feel \_\_\_\_\_”

“I can tell this is really important to you”

Is your partner’s preference acceptable? Do you need to negotiate an alternate solution?    Yes/ No

## **Now Flip Page and Reverse Roles**

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Topic/ Fact – When I heard, read, saw: \_\_\_\_\_

What I thought was: \_\_\_\_\_

What I felt was: \_\_\_\_\_

What I would prefer is: \_\_\_\_\_

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“I would probably feel that same way if I were in your shoes”

“I can’t imagine what it would be like to think/feel \_\_\_\_\_”

“I can tell this is really important to you”

Is your partner’s preference acceptable? Do you need to negotiate an alternate solution?    Yes/ No

## **Now Flip Page and Reverse Roles**