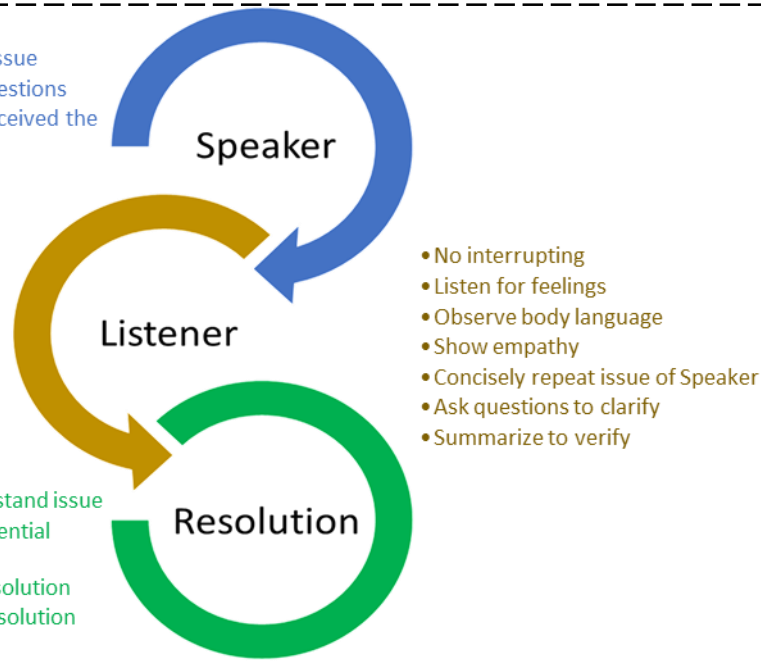




- Remove Distractions
- Concisely identify the issue
- Answer clarification questions
- Verify if Listener has received the communication



- No interrupting
- Listen for feelings
- Observe body language
- Show empathy
- Concisely repeat issue of Speaker
- Ask questions to clarify
- Summarize to verify

- Both Speaker and Listener understand issue
- Speaker or Listener proposes potential solution to the issue
- Couple must agree on proposed solution
- Couple strategizes to implement solution
- Evaluation of solution feasibility

Fold Here

Fold Here

Fold Here

Speaker

- Concisely identify the issue:
 - *I am frustrated with ...*
 - *I am concerned with ...*
 - *I am angry about ...*
- Answer clarifying questions:
 - *Yes that is what I am saying*
 - *No, I mean that ...*
- Verify if Listener has received the communication:
 - *Yes that is what I am saying*
 - *No that is not what I mean*

Listener

- Show empathy:
 - *I hear you are feeling ...*
 - *You must be overwhelmed with ...*
- Concisely repeat issue of Speaker:
 - *So what you are saying is ...*
 - *You are concerned about ...*
- Ask questions to clarify:
 - *What did you mean when you said...*
 - *I do not understand, can you give me an example ...*
- Summarize to verify:
 - *In summary, you are feeling angry because ...*
 - *My understanding is you are feeling frustrated because ...*



Resolution

- Speaker or Listener proposes potential solution to the issue:
 - *I have an idea that may help ...*
 - *I was thinking that perhaps ...*
- Couple must agree on proposed solution:
 - *That's a solution I think will work because ...*
- Evaluation of solution feasibility:
 - *Now that it's been a month since we have implemented a solution, are you feeling less overwhelmed/angry/frustrated?*

