

FOUR STEPS TO EFFECTIVE LISTENING

STEP 1



PUT ASIDE YOUR OWN EGO.

Be aware of your thoughts, judgments and feelings about what your spouse is saying, but do not allow yourself to be controlled by them. Make a deliberate decision to be a caring listener.

STEP 2



TRY TO IDENTIFY AND UNDERSTAND THE EMOTIONS YOUR SPOUSE IS FEELING AS HE/SHE TALKS.

How intense are these emotions?

STEP 3



MAKE A STATEMENT THAT CONVEYS YOU HEARD AND ARE TRYING TO UNDERSTAND YOUR SPOUSE'S FEELINGS.

Your spouse's feelings must be identified in your response (or by mirroring back what you have heard), but the description of the situation or event may not be important to identify.

STEP 4



ASK YOUR SPOUSE: "IS THERE ANYTHING ELSE THAT COULD HELP ME TO UNDERSTAND YOUR FEELINGS MORE FULLY?"

