



## **Relationships That Work** ®

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Adapted from *Difficult Conversations: How to Discuss What Matter Most*

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# OPEN COMMUNICATION TOOLS: EMPATHIC LISTENING

## **Listener/Inquirer**

- Breathe.
  - Remember that the other is talking about him/herself even though it may sound as if s/he is talking about you. By listening deeply, you are supporting his/her healing and a better relationship.
  
- Focused attention.
  - I am present, aware of myself and focused on you.
  
- Tell me more...
  - I inquire about your experience, supporting your exploration.
  
- Clarification.
  - What I would like to understand better is...
  
- Feeding back feelings you perceive.
  - The underlying feeling I hear is...
  
- How I have contributed to this issue (and your pain) is...
  - I describe my part in co-creating our situation.
  
- How might I support/assist you?
  - Is there anything you would like from me?