

CONVERSATIONS THAT GROW!



HOW TO TALK AND LISTEN USING THE “iMAP!”

Participant Guide

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Welcome!

You are to be commended for taking this step to learn how to improve your communication practices and habits. I hope that together we can gain a little more wisdom and skill in our ability to communicate with one another, especially during difficult conversations. Author, Susan Scott says, "*The conversation is not about the relationship. The conversation is the relationship.*" As we improve our ability to have positive and productive conversations, not only will our relationships improve, but our relationship with God will improve. My aim is that we learn to grow up in Christ together one conversation at a time.

Instead, speaking the truth in love, we will in all things grow up into him who is the Head, that is, Christ. ¹⁶From him the whole body, joined and held together by every supporting ligament, grows and builds itself up in love, as each part does its work. (Eph 4:15-16)

Website: www.conversationsthatgrow.com

THREE COMMUNICATION TOOLS!

1. Use the “The Map” to gain self-awareness along with five talking and listening skills.
 - Learn five vital areas to gain self-awareness.
 - Learn to make five kinds of statements about yourself from the “I” orientation.
 - Learn five listening skills to gain awareness of another person’s experience and perspective.

“The heart of the righteous weighs its answers, but the mouth of the wicked gushes evil.” Prov 15:28

“My dear brothers, take note of this: Everyone should be quick to listen, slow to speak and slow to become angry.” Jas 1:19

2. Use “The Process Compass” to manage your intentions and emotions in the communication process.
 - Learn to distinguish between communicating to know and be known from communicating to influence and be influenced.
 - Learn to distinguish between healthy influence and control.
 - Learn to manage the temptation to control by exercising “trust” in the process.

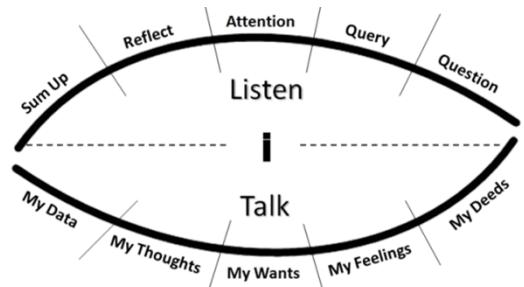
“The good man brings good things out of the good stored up in his heart, and the evil man brings evil things out of the evil stored up in his heart. For out of the overflow of his heart his mouth speaks.” Lk 6:45

3. Use the Conversation Gear Shift to shift through five levels of communication.
 - Learn to listen and talk in five speeds.
 - Learn how to shift from communicating to know and be known to influencing and being influenced.

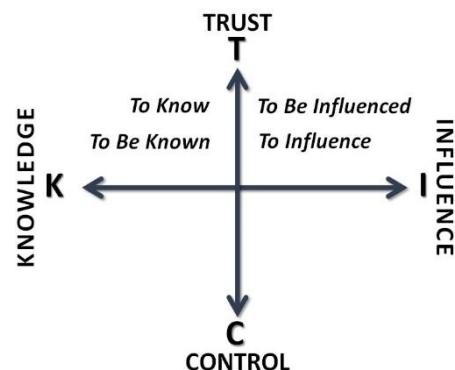
“The lips of the righteous know what is fitting, but the mouth of the wicked only what is perverse.” Prov 10:32

“Let your conversation be always full of grace, seasoned with salt, so that you may know how to answer everyone.” Col 4:6

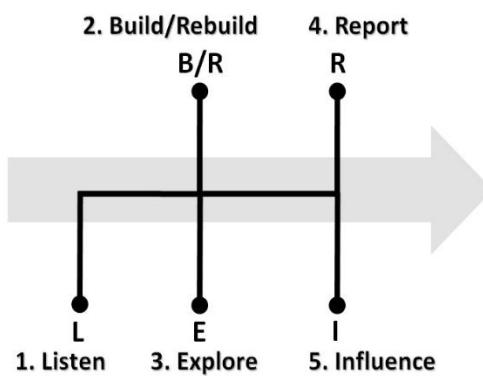
The Talking and Listening Map
(What do I say? How do I listen?)



The Process Compass
(Where is this conversation going?)



The Conversation Gear Shift
(How do I shift gears in a conversation?)



CONVERSATIONS THAT GROW!

NOTES

THE IMPORTANCE OF “CONVERSATIONS THAT GROW”

Why is Communication so Important?

From best-seller, Crucial Conversations by Patterson, et al.

“Our research has shown that strong relationships, careers, organizations, and communities all draw from the same source of power – the ability to talk openly about high-stakes, emotional, controversial topics.” (p. 9)

The difference between the best communities and the good or the worst is not the number of problems they have. All communities face problems. Once again, the difference lies in how they deal with problems. In the best communities, key individuals and groups find a way to engage in healthy dialogue. (p. 13-14)

Q: What is your reaction to these statements? Have you ever experienced a group or community that practiced healthy communication? What did you like about it?

Q: Have you ever experienced a group or community that practiced unhealthy communication? What was it like? What didn't you like about it?

From Fierce Conversations by Susan Scott

“The conversation is not about the relationship. The conversation is the relationship.” (p. 25)

“Yes, the conversation is the relationship. One conversation at a time, you are either building, destroying, or flat-lining your relationships.” (p. 97)

Q: If the conversation “is” the relationship, how would you rate your relationships based on the conversations you have? Would the people you communicate with agree with your assessment? Why or why not?

From the Bible (2000 years ago!)

Instead, speaking the truth in love, we will in all things grow up into him who is the Head, that is, Christ. ¹⁶From him the whole body, joined and held together by every supporting ligament, grows and builds itself up in love, as each part does its work. (Eph 4:15-16)

CONVERSATIONS THAT GROW!

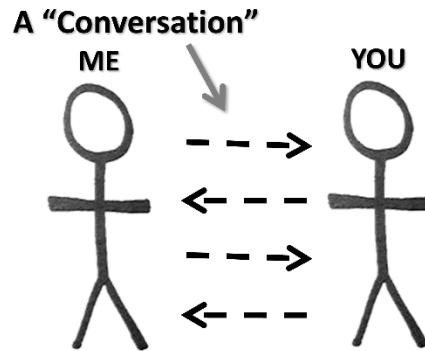
NOTES

THE CONVERSATION is really TWO CONVERSATIONS!

Communication is a “PROCESS”

Communication is a “process” in which two or more people interact to get something they want or avoid something they don’t want.

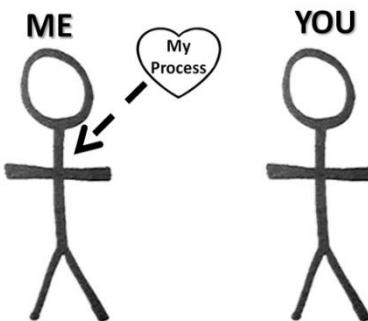
To have conversations that grow, I need to take responsibility for my part of the conversation. Not theirs!



Communication involves another “process” or conversation that occurs within my own heart and mind.

To have conversations that grow, I need to become aware of and manage the process within myself.

The conversation within me



The good man brings good things out of the good stored up in his heart, and the evil man brings evil things out of the evil stored up in his heart. For out of the overflow of his heart his mouth speaks. Luke 6:45

- To change the conversation I am having with you, I must change the conversation going on inside myself.

CONVERSATIONS THAT GROW!

NOTES

LISTENING TO MYSELF

The Importance of “Self-Awareness”

Q: What is your reaction to the idea of self-awareness? How self-aware do you think you are?

Above all else, guard your heart, for it is the wellspring of life. Prov 4:23

In your anger do not sin; when you are on your beds, search your hearts and be silent. Psalm 4:4

The heart of the righteous weighs its answers, but the mouth of the wicked gushes evil.

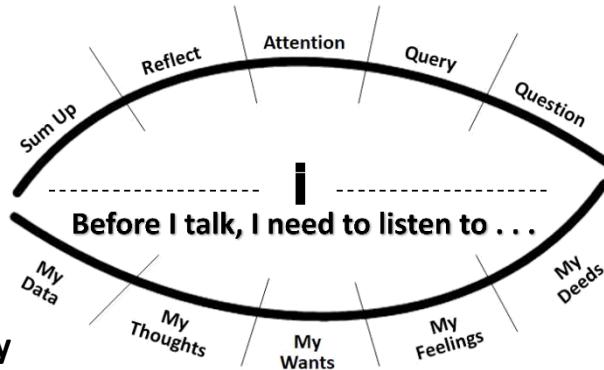
Proverbs 15:28

Do you see a man who speaks in haste? There is more hope for a fool than for him. Proverbs 29:20

Every prudent man acts out of knowledge, but a fool exposes his folly. Proverbs 13:16

Search me, O God, and know my heart; test me and know my anxious thoughts. ²⁴*See if there is any offensive way in me, and lead me in the way everlasting.* Psalm 139:23-24

- **I become self-aware by listening to myself!**
- **To listen to myself, it is helpful to use a guide or map. The iMap helps me listen to and explore five different parts of my experience.**



EXAMPLE OF SELF AWARENESS:

Data: I see the traffic light is red.

New Data: I see flashing blue lights behind me.

Thought: I think the light has been red too long.

Thought: I think I'm going to get a ticket.

Want: I want the light to turn green, now.

Want: I don't want to get a ticket, and I wish I would have waited at the red light.

Feeling: I feel irritated and impatient.

Feeling: I feel angry, embarrassed, and fearful.

Deed: I am now driving through a red light.

Deed: I pull my car over and wait.

New Data: I got a ticket.

CONVERSATIONS THAT GROW!

NOTES

1. Listening to My Data (Some things to note)

- ✓ My physical sensory experience (what I see, hear, feel, taste and smell. (Past and Present)
- ✓ Physical feelings are different from emotional feelings.
- ✓ It is important to separate my data from my thoughts about my data.
- ✓ My data can be different from your data. Some arguments are about different data.
- ✓ My data is not always accurate (my perception is not necessarily the reality).
- ✓ My data affects and is affected by the four other aspects of my experience.

“Stop judging by mere appearances, and make a right judgment.” Jn 7:23-24

“What you have seen with your eyes ⁸do not bring hastily to court, for what will you do in the end if your neighbor puts you to shame?” Prov 25:7-8

“We don’t see things as they are, but as we are.” (A Proverb)

2. Listening to My Thoughts

• Ideas	• Evaluations	• Assumptions
• Concepts	• Values	• Theories
• Opinions	• Conclusions	• Worldviews
• Beliefs	• Interpretations	• Expectations

- ✓ My thoughts can be different than your thoughts. Most arguments are over what we think.
- ✓ My thoughts are not always accurate.
- ✓ My thoughts can be hidden to myself.
- ✓ What I really think shows up in my feelings and deeds (or actions).
- ✓ My thoughts affect and are affected by the other four aspects of my experience.

“My thoughts trouble me and I am distraught.” Ps 55:2

“How long must I wrestle with my thoughts.” Ps 13:2

“Finally, brothers, whatever is true, whatever is noble, whatever is right, whatever is pure, whatever is lovely, whatever is admirable-if anything is excellent or praiseworthy-think about such things.” Phil 4:8

“When I was a child, I talked like a child, I thought like a child, I reasoned like a child. When I became a man, I put childish ways behind me.” 1 Cor 13:11

“We take captive every thought to make it obedient to Christ.” 2 Cor 10:5

CONVERSATIONS THAT GROW!

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3. Listening to My Wants

- Interests
- Desires
- Wishes
- Dreams
- Hopes
- Intentions
- Purposes
- Plans
- Goals
- Objectives
- Likes
- Preferences

- ✓ My wants drive my communication process and are the root of most my conflicts.
- ✓ My wants can be tangible and intangible as well as short term and long term.
- ✓ I can want things “from” you and “for” you. We often confuse the two.
- ✓ Some of my desires compete and some of my wants include reciprocation.
- ✓ My wants and desires can be hidden.
- ✓ There is a difference between wants and needs. Some wants can control me.
- ✓ My wants affect and are affected by the other four aspects of my experience.

“Each of you should look not only to your own interests, but also to the interests of others.” Phil 2:4

What causes fights and quarrels among you? Don't they come from your desires that battle within you? Jas 4:1

“Each one is tempted when, by his own evil desire, he is dragged away and enticed.” Jas 1:14

4. Listening to My Feelings

- ✓ My feelings are my emotions – (NOTE: We use the word “feel” in many ways)
- ✓ Conflict always shows up in our emotions first. We need “Emotional Intelligence.”
- ✓ My emotions can be affected by many factors:
 - My Temperament/Personality
 - My Family of Origin/My Culture
 - My Gender
 - Physiological Causes/Medications
- ✓ Ways to talk about our feelings.
 - We can name our emotions.
 - We can use a scale (1-10).
 - We can use Idioms.
 - We can describe our emotions
 - “I feel like a . . .” / “I feel like I . . .”
 - We can relate our emotions to common experience: “Have you ever? I feel like that!”
- ✓ My feelings can be hidden.
- ✓ My feelings affect and are affected by the other four aspects of my experience.
- ✓ I can manage my feelings by gaining awareness of and expressing them.
- ✓ I can also manage my feelings by changing my data, thoughts, wants and deeds.

“Rejoice in the Lord always. I will say it again: Rejoice!” Phil 4:4

“Do not fear what they fear; do not be frightened.” 1 Pet 3:14

“Therefore do not worry about tomorrow.” Mat 6:3

“Get rid of all bitterness, rage and anger, brawling and slander, along with every form of malice.” Eph 4:31

CONVERSATIONS THAT GROW!

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5. Listening to and Looking at My Deeds (Past, Present, and Future)

- ✓ My deeds are data about myself. (My Awareness of Own Actions and Behavior) I can make statements about what I did in the past, what I am doing now, and what I plan to do in the future.
- ✓ My deeds include my talking and listening.
- ✓ It is difficult to have accurate self-perception.
- ✓ It is important to acquire external input.
- ✓ My deeds affect and are affected by the other four aspects of my experience.

“They claim to know God, but by their actions they deny him.” Tit 1:16

“Do not merely listen to the word, and so deceive yourselves. Do what it says.” Jas 1:22

NOTE: We often need to talk to someone else to help sort it all out! Some of us are “external processors.”

▼ Exercise – Unpack a Conversation (p. 20)

CONVERSATIONS THAT GROW!

NOTES

SPEAKING FOR MYSELF - FIVE TALKING SKILLS

“I” Messages – Speaking for Myself

An “I” message is a fundamental talking skill to have productive conversations especially during a disagreement or conflict.

An “I” message is about me, not you or anyone else. I am speaking for myself. I am not asking for change; I am not conveying a judgment or negative evaluation. I am not casting blame. I just share my own experience and perspective as calmly as I can.

- **“You” messages** are used to make statements about you and speak for you, often without you agreeing. *“You are over-reacting!” “You don’t really mean that!”* They can be threatening and cause defensiveness, because they are “declarative” statements about you. They are like pointing a finger. *“Reckless words pierce like a sword.”* (Prov 12:18)
- **“They” messages** are used to make statements about others. They can be used to avoid taking responsibility for myself or to give my experience more authority, as I attribute my thoughts, wants, and feelings to others (i.e. *“Some people are saying . . .”*). Usually, the other person wants to know “who?”
- **“I” messages** differentiate me from you, others, and from God. When I don’t use an “I” message I can sound like I’m speaking for you, others, or God.

Q: Do you have difficulty speaking up for yourself? Why or why not?

Q: Do you have a tendency to speak for others instead of letting them speak for themselves?

Five Talking Skills

I can share “I” messages about the five categories of my experience.

- **My Data** – My sensory data. What I actually see, hear, taste, smell and physically feel. *“I heard Jack say he paid the bill.” “I saw Jill at the store yesterday.”*
- **My Thoughts** – My ideas, beliefs, opinions, assumptions, expectations, etc. *“I think the lack of trust is preventing progress.” “I believe this proposal has merit.” “I’m guessing you are upset.”*
- **My Wants** – My desires, wishes and interests. *“I want to get paid back, but I also want to keep our friendship.” “I don’t want to cause you more hurt.” “It is my aim to get this project completed by the deadline.”*
- **My Feelings** – My positive and negative emotions. *“I am feeling insecure about the proposal.” “I am feeling shame and embarrassment.” “On a scale of one to ten, I am about an eight on the anger meter.” “I am so excited about our tax refund!”*
- **My Deeds** – My actions and behavior. *“I sent an e-mail explaining the delay.” “I did not tell anyone about the mistake.” “I had oatmeal for breakfast.”*

Tip #1 – It is often helpful and necessary to share all five aspects of my experience.

Tip #2 – Share my wants for them. Share feelings early. Share what I think, last.

CONVERSATIONS THAT GROW!

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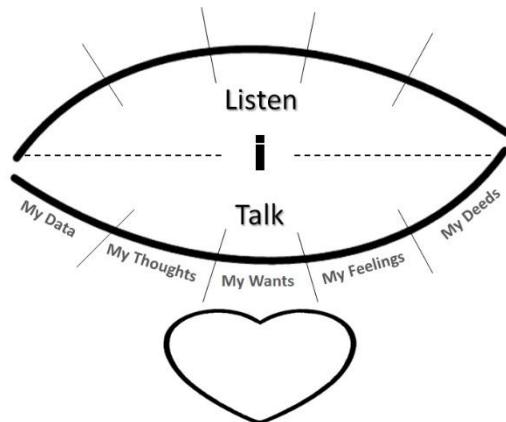
Using the CTG Communication Mat, Placemat, or Card

To use the Placemat, physically point at, or touch, the type of information you are sharing. The idea is to physically engage with the tool. (Basic and Advanced Placemats are in the back of workbook)

To use the floor mat (the iMat), physically stand on the type of information you are sharing. If you are reporting “data” stand on data. Etc. Etc.

The “heart space” is for time-outs. Touch the heart, for “time-outs” to calm down, breathe, and figure out what you want to say and not say.

A demo of the talking skills part of the iMap can be found under “Resources” tab on the Conversations that Grow website at www.conversationsthatgrow.com



Using the iMap to Talk to Myself

Self-awareness improves the way I talk to myself. Talking to myself improves my self-awareness.

Q: Do you ever talk to yourself? Are the conversations with yourself positive or negative, helpful or harmful? Do they help you have more peace or clarity over situations, or do they create negative emotions and lead to unproductive conversation loops?

- ***Until I change the conversation in my own heart, I will never be able to change my conversation with others.***
- ***The best way to change the conversation in my heart is to bring God into the conversation. We can do this by learning to listen! (Next Lesson!)***

Y Exercise – Practice using the iMap Placemat (p. 21)

CONVERSATIONS THAT GROW!

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LISTENING TO OTHERS

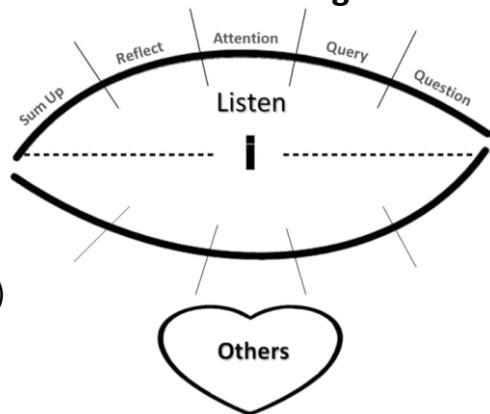
The Importance of Good Listening

"My dear brothers, take note of this: Everyone should be quick to listen, slow to speak and slow to become angry." Jas 1:19

"He who answers before listening--that is his folly and his shame." Prov 18:13

"Now Jesus himself was about thirty years old when he began his ministry." Lk 3:23 (Why is this significant?)

Five Basic Listening Skills



Poor Listening Behaviors?

- Day Dreaming
- Mind Reading
- Multitasking
- Judging
- Filtering
- Pretending
- Rehearsing
- Shifting
- Interrupting
- Competing
- Challenging
- Minimizing
- Interrogating
- Fixing

Good Listening Results in . . .

- ✓ Accurate understanding of the other person's awareness.
- ✓ The awareness of necessary information to make decisions and resolve issues.
- ✓ The satisfaction of the talker!

The aim of listening is to become accurately aware of another person's awareness so that they are aware that you are aware of their awareness! (D.S.M.)

Developing My Listening Skills Builds Maturity

- Cultivates Humility and My Respect for Others
- Increases My Empathy
- Develops My Genuineness
- Grows My Ability to Love and Be Loved

CONVERSATIONS THAT GROW!

NOTES

FIVE BASIC LISTENING SKILLS

1. ATTENTION

The Gift of Attention! When I give my attention, I give . . .

- My Time
- My Interest
- My Kindness
- My Respect
- My Love (I Care)
- Understanding (Empathy)

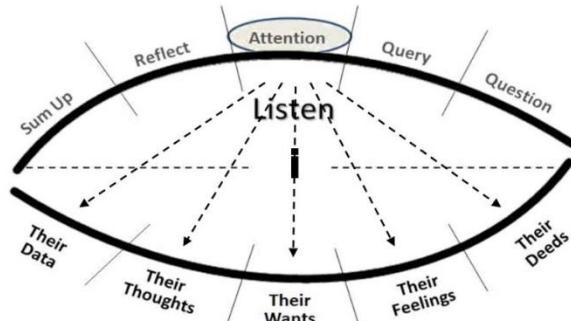
Considerations:

- Ask myself: what would I think, want, and feel if I were in their shoes.
- Ask myself: what do they “really” think, want, feel? I should not expect others to think, want, and feel the way I would.

To Listen I Must Aim to “Become Aware of The Other Person’s Awareness”

I am now trying to become aware of their data, thoughts, wants, feelings and deeds.

I especially want to become aware of their **wants and feelings!**



Listen with your eyes – pay attention to “non-verbal” signals.

Nonverbal Signals . . .

- Come Ahead of Verbals
- Indicate Attitude
- Are More Powerful
- Are Easy to Miss
- Are Easy to Misinterpret
- Serve as Punctuation

How do we communicate that we are paying attention? Or Not?

- Eye Contact
- Body Language
- Verbal Signals ("Hmm," "Interesting," etc.)
- Don't Be Afraid of Silence

CONVERSATIONS THAT GROW!

NOTES

2. REFLECT

- ✓ State a word, phrase, or short sentence to reflect back (or mirror) what you think the person is trying to convey at that moment. (Don't just listen to their words)
- ✓ Reflect back the area of awareness they emphasize. You can also reflect what is implied but not clearly stated, especially their wants and feelings.
- ✓ Watch the talker's response for accuracy. They should nod their head or say "yes." It is like playing "hot and cold" or "Fish."
- ✓ Resist talking. Use training phrases, "So you're saying . . ." or "So you are . . ."
- ✓ Aim for minimal interruption of the flow of the other person's sharing. Be careful of reflecting too much.

Examples:

A Wife: *"He always undercuts me with the children - always takes their side - no matter what I try to do, they're always right and I'm always unreasonable. I've tried to talk to him about it, but he doesn't see the problem!"*

A Reflect of Thoughts: *"You don't think your husband is supporting you with the kids." "You feel like you're being made out to be the bad guy."* (Note the word "feel" in this context)

A Reflect of Emotion: *"That sounds really frustrating." "You're exasperated with your husband."*

A Reflect of Wants: *"So, you want your husband to back you up with the kids."*

Things to Avoid:

1. **Parroting** – repeating back exactly what was said word for word.
2. **"Adding Spin** – adding ideas of our own they did not communicate.
3. **Conveying Agreement** – leading the other person to believe you agree with their interpretation or perspective.

‘T’ Exercise – Reflecting (p. 22)

3. SUM UP

- ✓ Summarize all the main pieces of information you heard up to that point. The challenge is to remember!
- ✓ Cover the five areas of their awareness.
- ✓ Avoid adding your own "spin."
- ✓ Use training phrase, "So let me summarize . . ."
- ✓ Watch the talker's response for accuracy. (Verbal or non-verbal affirmation)

‘T’ Exercise – Summing Up (p. 23)

CONVERSATIONS THAT GROW!

NOTES

4. QUERY

- ✓ A simple and short request or invite for the other person to share information (Completely general, nothing specific)
- ✓ At the beginning – “*How are you doing?*” “*What’s Up?*” “*Looks like you need to talk.*”
- ✓ In the middle – “*Tell me more.*” “*Go on.*” “*And . . .*”
- ✓ At the end – “*Is there more?*” “*Anything else?*”
- ✓ Resist talking. Use training phrases, “*Tell me more.*” “*Anything else?*”
- ✓ The issue is seldom the issue. Continue to inquire until you get the “full” story.

5. QUESTION

- ✓ Other than “Attention,” all the listening skills are essentially questions in nature.
- ✓ Questioning itself is a request for more specific Information.
- ✓ Questions can be Open or Closed (Favor Open Questions)
 - “*Did it go okay at work today?*” (closed) VS.
 - “*How did work go today?*” (more open) VS.
 - “*What happened at work today?*” (more open yet)
- ✓ Ask about missing parts of their awareness (Their Data, Thoughts, Wants, Feelings, Deeds)

DANGER: Questions can “CONTROL.”

- Avoid “*Why*” Questions. Why?
- You can use questions with people who talk too little or too much.

► Exercice – Queries and Questions (p. 24)

CONVERSATIONS THAT GROW!

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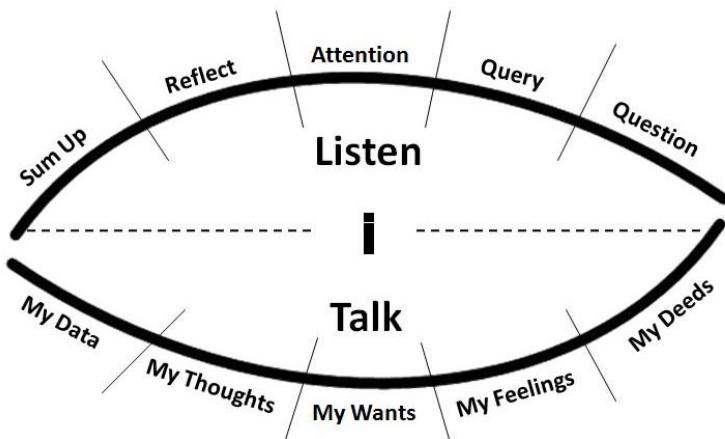
Using the Listening Skills on the Mat, the Placemat, and the Card

Start by standing on or putting your finger on “Attention.” When listening, “Attention” is home base. Return to “Attention” after using any of the other listening skills. Then stand on or touch any of the other listening skills you use, immediately returning to attention afterward. A demo of the listening skills part of the iMap can be found under “Resources” tab on the Conversations that Grow website at www.conversationsthatgrow.com

FURTHER CONSIDERATIONS ABOUT LISTENING

- **Sometimes you need to “prime the pump” by talking.**
 - Share Data: “*You are awfully quiet.*”
 - Share Thoughts: “*I have the impression that you are upset.*”
 - Share Wants: “*I would sure like to know what you are thinking (or feeling).*”
 - Share Feelings: “*I’m feeling concerned about you.*”
 - Share Deeds: “*I’m Listening.*”
 - Share something about yourself. The secret of “Appropriate Self-Disclosure.”
- **Sometimes we need to set "boundaries" (when we can't listen at that moment or don't want to listen anymore).**

Prayer and God Awareness



NOTE: If there is time, pair up and practice using both the talking and listening skills on the iMat Placemat. Talk about anything you want. If there is not time, then plan to practice both sets of skills with someone before the next session.

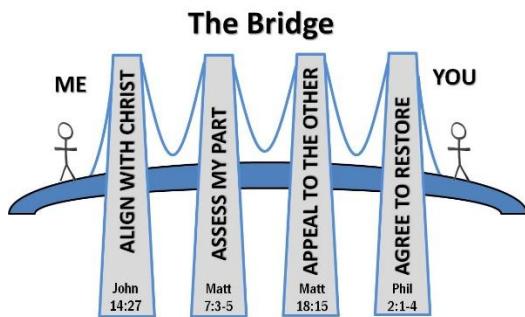
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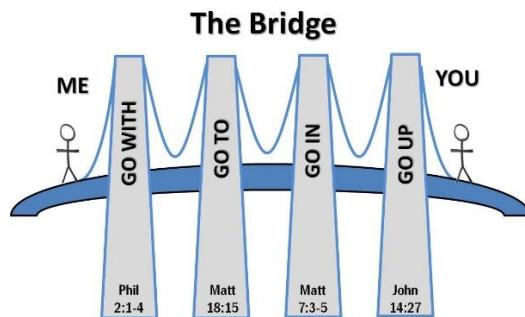
A Short Course on Working through Conflict

THE BRIDGE

Amplified Version



Keep it Simple Version



Go Up!

Key Questions: What is more important? Who or what am I trusting in? Who is in control?

Go In!

Key Questions: What do I want too much? How am I contributing to the conflict? What do I need to make amends for? (See the “Six ‘A’ Amends”)

Go To!

Key Question: Do I want to solve the problem or hurt and get back at the other person? (See the “Tips to Gently Appeal”)

Go With!

Key Questions: What do I need to forgive and let go of? What issues do we need to negotiate? What steps do we need to take to rebuild trust? (See the “Four Affirmations of Forgiveness”)

CONVERSATIONS THAT GROW!

NOTES

The Six 'A' Amends (Six Components of an Amends)

- **Admit wrong – no ifs or buts**
- **Acknowledge the hurt**
- **Affirm regret – “I’m sorry”**
- **Alter behavior – commit to change**
- **Arrange restitution**
- **Ask for forgiveness - If possible**

Forgiveness - Four Affirmations (Four Components of Forgiveness)

- **I will not allow this wrong to consume my thoughts.**
- **I will avoid using this wrong against you in the future.**
- **I will not speak about this problem with anyone not part of the solution.**
- **I will remain open and responsive to genuine efforts to rebuild trust in the relationship.**

Tips to Go and Gently Appeal to the Other

- **Use “I” messages; Avoid “You” messages.**
- **Make deposits before making withdrawals.**
- **Share positive wants for them and for our relationship.**
- **Make “my” problem “our” problem not “their” problem.**
- **Ask “solution focused” questions. (How can we both win?)**
- **Use the word “and, avoid the word “but.”**
- **Avoid using the words “always” and “never.”**
- **Listen don’t react; reflect don’t defend. (Use listening skills)**
- **If at first you don’t succeed . . .**

CONVERSATIONS THAT GROW!

NOTES

Where do we go from here?

PRACTICE!

To have conversations that grow, I need to “practice, practice, practice.” Remember, in the beginning it feels awkward, then it feels mechanical. Eventually, it becomes natural.

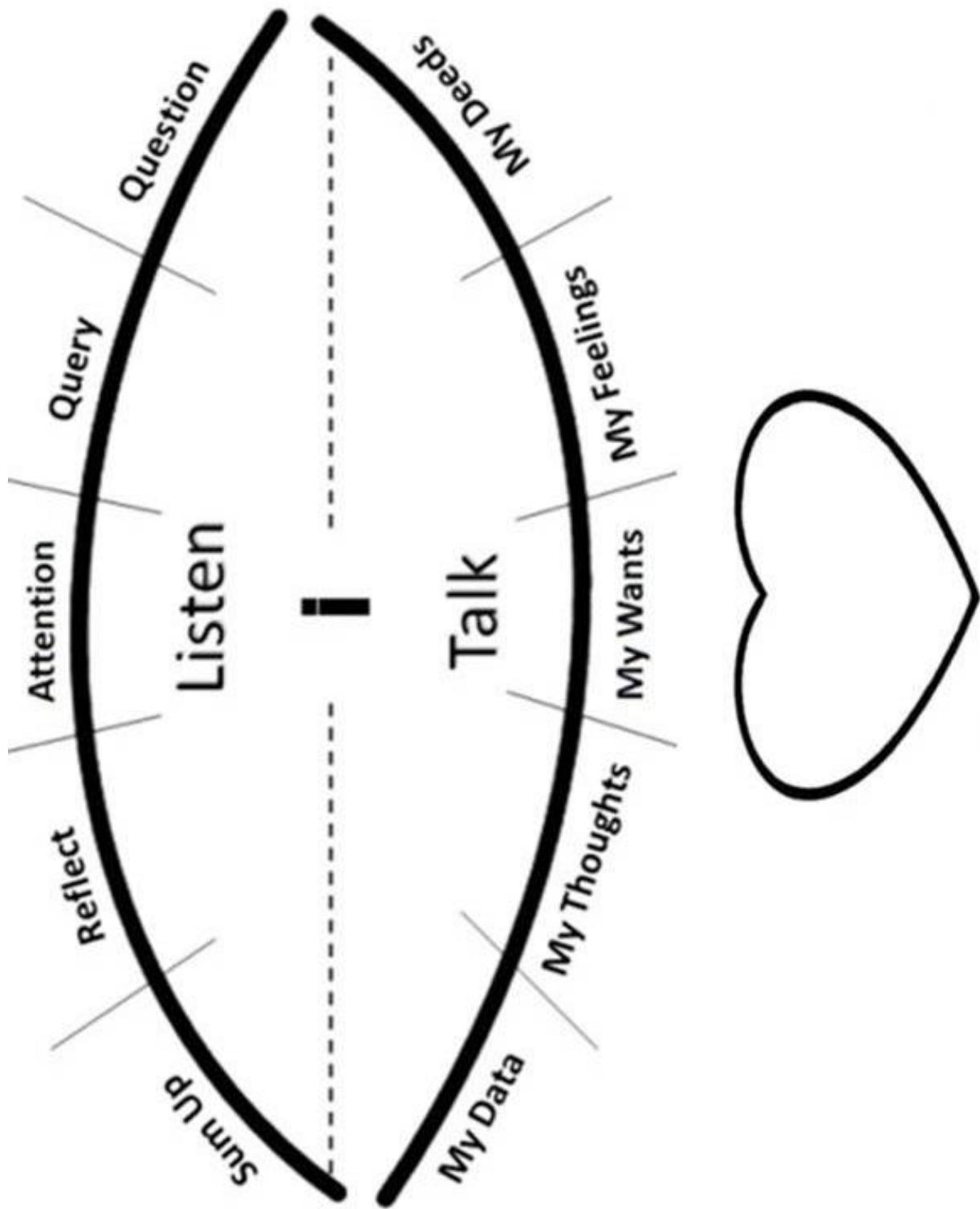
Consider continuing keeping a conversation journal where you note principles and skills you put in use, or lessons learned from mistakes.

Some Closing Questions

- Q: What have been some of your biggest “Aha’s” so far in this training?
- Q: What principles or skills have had the most impact?
- Q: What principles or skills have been the hardest to learn or apply?
- Q: How will you practice what you have learned? What is your plan of action? Is there a difficult conversation you need to have with someone, where you can apply these principles and skills?

CONVERSATIONS THAT GROW!

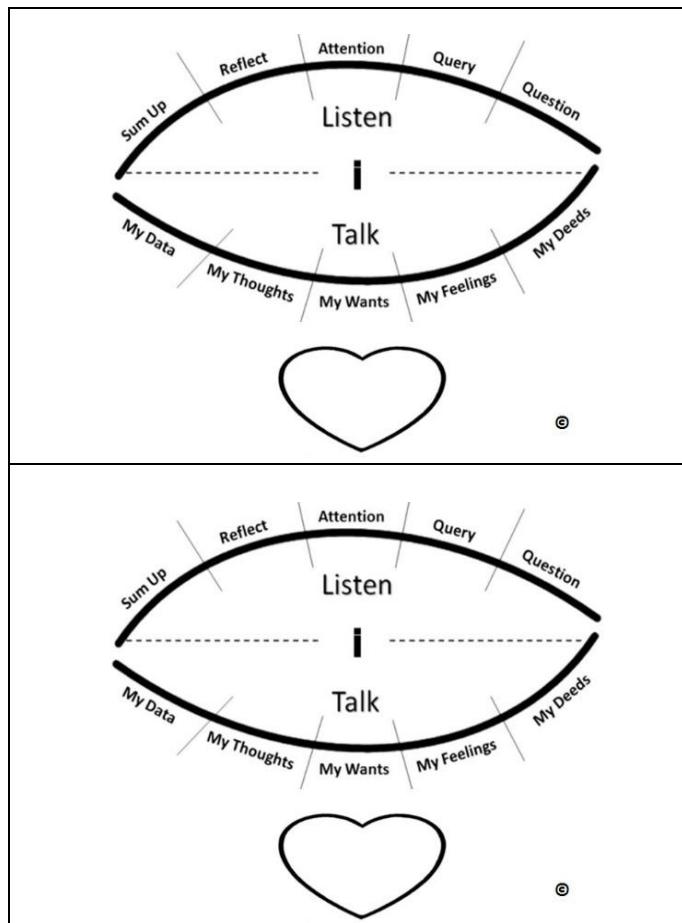
NOTES



CONVERSATIONS THAT GROW!

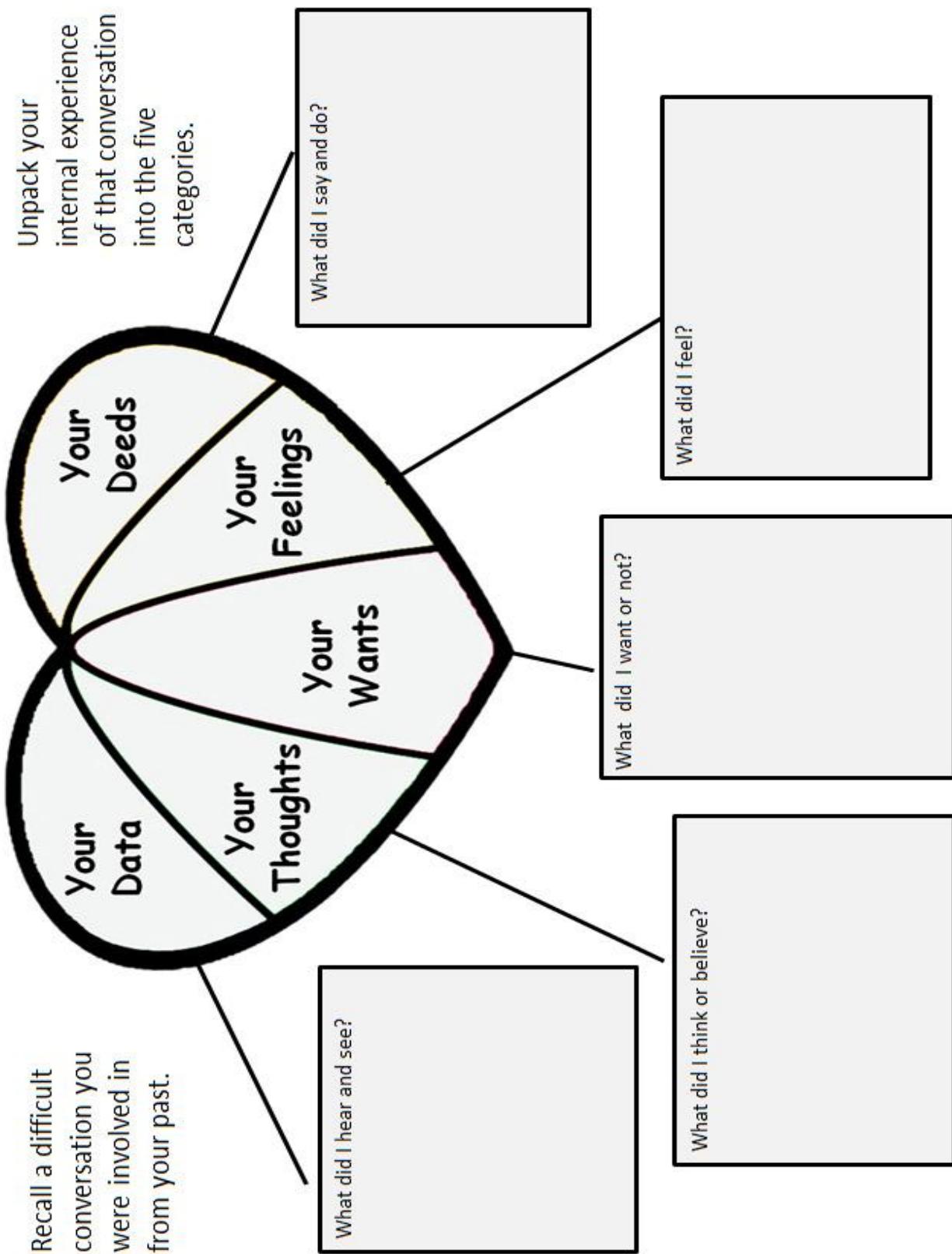
CONVERSATIONS THAT GROW!

Memory Card



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Exercise – Unpacking an Internal Conversation



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‘T’ Exercise – Share an experience using the iMap

Get in groups of three or four. Recall an emotionally charged experience you have had recently and then share the five different aspects of that experience using the iMap Placemat.

Place the iMap Placemat in front of you with the heart and the “I” facing you. Place a finger on the heart and reflect on your experience, identifying your data, thoughts, wants, feelings and deeds. When you are ready, share each aspect of your experience with the others, physically touching the area of the iMap Placemat that corresponds with the kind of information you are sharing.

Everyone gets a turn.

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‘Y’ Exercise – Reflecting – Basic/Advanced Exercises

Pair up with someone and take turns reading the statements below to each other while the other person does a “reflect.”

1. *I never got a break today. I am just so tired.*
2. *I won three hundred bucks on one of those lottery thingies! Things are finally looking up.*
3. *My dog died.*
4. *I can’t believe she wore that outfit. Every guy in the place was ogling over her.*
5. *If we keep spending like this, our kids are going to have to work at MacDonald’s for the rest of their lives. They certainly won’t be going to college.*
6. *God’s presence was just so strong. Everyone felt it. It was amazing. I couldn’t stop crying.*
7. *That was the worst caramel macchiato I have ever tasted. I will never go back to that coffee shop again.*
8. *Look how fat I am!*

ADVANCED REFLECTING: Reflecting Content, Feelings, and Wants

Pair up and take turns reading and re-reading each statement while the other reflects. The reader will read the statement three separate times, while the listener first reflects the content, then the second time the emotion(s), and finally the wants.

1. *Joe had some nerve criticizing the way I pulled that report together. Everyone on the team was rushing to meet the deadline for the presentation, not only me.*
2. *If she paid attention to detail, I wouldn’t be wasting all this time cleaning up her MESSES.*
3. *So what if I have to work weekends and evenings. If I land this contract, we’ll be on easy street!*
4. *I have a major issue hiring someone as a secretary who hasn’t a basic knowledge of grammar. It is with “whom,” not with “who.”*

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‘T’ Exercise – Summing Up

Pair up and take turns reading and re-reading each statement while the other sums up.

1. *She keeps calling me up and asking if I want to get together. I wish I could be honest with her. It was just one date. She doesn't mean that much to me. I just want to move on and I don't know how to tell her. Besides, my school work has me swamped. And if I don't stay focused on school, my GPA is going to drop and I will lose my chance at getting more scholarships.*
2. *I have two trials scheduled for next month, and my legal assistant is in the hospital so nothing is being done properly. And now my computer has crashed! Who knows what I've lost! I'm at the end of my rope! I may as well give up trying to become a partner.*
3. *I am sick and tired of the way Daryl undermines me with the staff. No matter what I do, he puts a spin on it that makes me look bad. All I want is for people to be accountable for what they do - I'm not a perfectionist.*
4. *I just cannot figure out this new computerized accounting system. I was managing just fine before they brought in this "high tech" stuff. I will not waste my time spinning my wheels learning this stuff, when the way we have been doing it has worked just fine for the last 20 years. This is a church, not a Fortune 500 company.*

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‘T’ Exercise – Queries and Questions

Pair up and take turns reading each statement while the other practices queries and questions. The reader will need to ad lib and improvise to answer the queries and questions.

1. *All I seem to do is work all day and take care of the children at night. I do the cooking. I do the cleaning. I don't get to sit around and watch the game. He doesn't even bother to spend time with the kids.*
2. *I hear Sam is going to lunch with Barry and the new clients. It must be nice to be rubbing shoulders with the "big wigs!"*
3. *Well....I don't know...I suppose I could think about moving to another department....*
4. *Jo had some nerve criticizing the way I parent my children! Her little hellions are no angels, let me tell you!*