

FEEL HEARD & UNDERSTOOD – RELATIONSHIP MASTERY TECHNIQUE

By Anna Baranowsky, PH.D., C.Psych. 2015 Traumatology Institute TicLearn.com & whatisptsd.com

Rules of Conduct

- Speak about yourself and your own feelings. Do not blame.
- Limit your comments to 7-10 words.
- Identify a topic to discuss before beginning the exercise or use when you are discussing a topic that is spiraling out of control.
- Keep the focus of discussion on the topic of related to the topic until resolution, time has run out or an escalation occurs.

Strategy

Speaker: Limit your comments to 7-10 words related to a pre-arranged topic.

Listener: Work hard to really hear and understand what the speaker is expressing. Once the speaker has expressed their thoughts begin by saying...

“LET ME SEE IF I HAVE HEARD AND UNDERSTOOD YOU CORRECTLY...”

Then in your own words say what you believe the speaker has expressed.

Then say **“DID I HEAR AND UNDERSTAND YOU CORRECTLY...”**

If the speaker says yes, we then return to the beginning of the speaker’s strategy and switch roles.

If the speaker says no, then the speaker rephrases what they wish to state and both the speaker and listener try to complete their roles again until the speaker feels heard and understood.

Continue to switch roles until you arrive at a better understanding of what the other person is expressing. The job is not to get your point across but to truly understand the other person and to drop all assumptions.