



Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

People

Avoid interrupting the speaker. Let them finish their thoughts before responding. This shows respect and allows you to fully understand their perspective

Focus completely on the speaker. Minimize distractions and maintain eye contact if you are in a face-to-face conversation.

Encourage the speaker to elaborate by asking open-ended questions. These questions can't be answered with a simple "yes" or "no" and can lead to more in-depth discussions.

After the speaker has shared their thoughts, paraphrase what you've heard to confirm your understanding. This shows that you're actively engaged in the conversation.

Approach the conversation without preconceived judgments or biases. Be willing to hear different perspectives.

If something is unclear, ask questions to gain a better understanding. This also shows that you are actively engaged in the conversation.

Give your full attention to the speaker. Minimize distractions and actively engage in the conversation.

Try to understand the speaker's perspective, feelings, and emotions. Put yourself in their shoes to grasp their point of view.

Pay attention not only to the words being spoken but also to the emotional tone of the conversation. Listen for cues in the speaker's tone, body language, and choice of words that indicate their feelings.

Allow the speaker to finish speaking before responding. Avoid interrupting or rushing the conversation.

Try to understand and acknowledge the speaker's emotions. You can do this by saying things like, "I can see that you're frustrated," or "It sounds like you're really excited about this project."

If appropriate, offer support or assistance to address the emotions being discussed. For instance, "Is there anything I can do to help with this issue?"



Does

What behavior have we observed?
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?