

# Effective Communication Program

## Week 5: Skills for Dialogue-1 - Workbook



Skills refer to your \_\_\_\_\_ to communicate directly and \_\_\_\_\_, repair relationship ruptures, manage differences, negotiate \_\_\_\_\_ and solve problems together.

Find ways to make emotions your ally instead of your enemy.

Communication is a living \_\_\_\_\_.

The first set of skills has to do with \_\_\_\_\_ down.

You will learn how to pause, \_\_\_\_\_ and listen.

The definition of Pause is: To stop in order to \_\_\_\_\_; To reflect; a moment of \_\_\_\_\_; a delay or suspended reaction.

Slowing down to pause creates the \_\_\_\_\_ where listening occurs.

Reflection helps us \_\_\_\_\_ from our thoughts and actions, and from our mistakes.

The word \_\_\_\_\_ comes from the latin word *suspendere*, which means “to \_\_\_\_\_ below.

Suspending assumptions is difficult because you take them for \_\_\_\_\_ or accept them as true even without proof or backup.

Different assumptions don't create problems. The need to be \_\_\_\_\_ about assumptions is what causes trouble.

The main problem with assumptions is that because you know your partner so well, \_\_\_\_\_ of the time you are right in your assumptions. . . but the other half you are wrong!

There are at least four possible origins of assumptions:

1. \_\_\_\_\_. Through birth, family of origin, country, and the place where you live, you are immersed in influences – both subtle and not so subtle – that give privilege to one idea over another.
2. \_\_\_\_\_. Your genetic makeup is another source of influences, feelings, and preferences.
3. \_\_\_\_\_. Human beings have the unique ability to reason. Consequently, you might think you prefer fact over opinion, certainty over uncertainty, reason over emotions, and “truth” over “lies.”



4. How can you make sure you check your assumptions in your upcoming situation instead of acting “as if” they were true?

**After slowing down to pause and to suspend, you need to Slow down to \_\_\_\_\_.**

**”It is better to listen in order to \_\_\_\_\_ than to listen in order to reply”.**

You should listen with your \_\_\_\_\_, ears, and heart.

Listening is the first step for gaining \_\_\_\_\_ .

### **Your Turn for Action:**

#### **Pause! Reflect on your listening**

Assess your listening by answering the following questions:

- What makes it difficult for you to fully tune in to dialogue?

- What makes you willing and able to fully listen? (It may help to recall a time when you were engaged in listening. What helped you listen in that circumstance?)
  
  
  
  
  
  
  
  
  
  
- What behaviors do you display when you are fully listening?
  
  
  
  
  
  
  
  
  
  
- Recall a time when you stopped listening. What closed you off to the conversation?
  
  
  
  
  
  
  
  
  
  
- How could you have listened differently?

To benefit from listening, try to listen for three aspects simultaneously:

1. Listen to what your partner is \_\_\_\_\_.
2. Listen to \_\_\_\_\_ listening.
3. Listen together for \_\_\_\_\_ themes.

## Your Turn for Action:

Use these questions to help develop your skills for listening to emergent themes and meaning.

- Is there a common reality emerging from you different viewpoints?
- What are the different lenses creating diverse perspectives?
- What shared meaning is being revealed? What common story is emerging?
- What dilemmas are present? How can you face them so you can open doors instead of closing them?

**It's also important to listen to \_\_\_\_\_.**

Hearing is the \_\_\_\_\_ sense humans develop and the last to go.

The greatest \_\_\_\_\_ you can give to your partner is the gift of listening.

- Listen to your heart and from the \_\_\_\_\_.
- When you listen from the heart, your partner can feel your appreciation, compassion, and empathy. These brings \_\_\_\_\_.
- Connected couples communicate more \_\_\_\_\_.

**Also listen to \_\_\_\_\_.**

When you suspend, pause, and listen deeply, you gain a new \_\_\_\_\_ for others in the dialogue.

## **Your Turn for Action:**

In your conversations this week, challenge yourself to listen as long as necessary to sincerely appreciate what others bring to the conversation. The other person will feel valued. You will strengthen your connection, and you will feel happier.

**To help you remember how to listen effectively, download, print, and keep on hand the Effective Listening Infographic.**