

Heart-Centered Communication Flow Chart



Self-Connection

- What am I observing?
- What am I telling myself?
 - What am I feeling?
- What am I longing for?

Note:

If you have taken the other route repeatedly, deepened understanding, finding win/win solutions, but the agreements mutually made are not being kept, you may need to practice setting firmer boundaries with compassion.

Intention: Connect

- Do I want to connect?
- Am I curious: What's true for the other person?
- Do I want to create mutual understanding?
- Do I want to find a win/win?

Intention: Disconnect

- Do I sense my needs won't be met in this connection?
- Do I need space?

Set Boundaries With Compassion

Empathize

Ask questions to discover how the other person is viewing and experiencing your shared event.

Seek to understand thru questions or guesses:

- What are their perceptions?
 - What are they feeling?
- What are they longing for?

Express

(Self-Responsibly)

Express yourself using "I" statements

- What I remember is...
- What I am telling myself is...
- What I am feeling about it is...
- What I am longing for is...

Note:

You may have different memories of what happened. Rather than arguing over whose perception is correct, seek to understand how different perceptions created different impacts on each of you.

Requests

- 1. Connection/reflection requests:** Do both parties feel seen, heard, and understood? (*Do not proceed until they do feel seen, heard, and understood.)
- 2. Provide authentic reassurance:** If you notice that reassurance could help, offer it!
- 3. Action requests:** Make a specific do-able request and/or offering that might meet both your own needs, and the needs of the other person(s).
- 4. Conversations for negotiation:** Honor a NO as a perfectly valid response. Use that as an opportunity to deepen understanding. What needs is that person concerned may not be met by saying YES to your request?

Repeat empathy, self-responsible expression, and requests steps 1, 2, 3, and 4 until you find your win/win solution.