



LISTEN WITHOUT DEFENSES

Secure bonds begin with feeling heard.

SUMMARIZE

START WITH “I HEAR...”

- *that you want us to tackle this together.*
- *that what I said really hurt you.*
- *how hard things have been lately.*
- *that you want to feel more appreciated.*
- *that you want me to see your side.*
- *how much you need my support.*
- *that you want more time together.*

EMPATHIZE

AND THEN “I CAN SEE...”

- *why this is so important to you.*
- *how upsetting this was for you.*
- *that you are feeling really down.*
- *how that came off dismissive.*
- *why that felt disappointing.*
- *that you’ve felt disconnected lately.*
- *why this keeps bothering you.*

Understanding Is the Antidote to Conflict.

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