

Communicate Better with The SEEN Tool.



SEEN = **S**UMMARIZE • **E**MPATHIZE • **E**MOTIONS • **N**EEDS

Practice these 4 communication skills to understand each other and create conversations that bring you closer instead of pushing you apart.

Think of it like playing catch: First, catch the ball (summarize + empathize). Then, throw it back (share your emotions + needs). One role at a time.

S

Summarize.

Repeat back what you heard before reacting or responding.

I HEAR...

E

Empathize.

Disarm defenses by acknowledging their feelings and experience.

I CAN SEE...



RECEIVER

E

Express Emotions.

Share your own emotions (not blame) with an “I” statement, rather than “you”.

I FEEL...

N

Name Needs.

Say what could help: what you DO WANT, rather than what you don't.

I NEED or WANT...



SENDER

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