

CONNECTED CONVERSATION PROCESS

Consensual process, Shared responsibilities

What is a chunk? It's a part of what you want to say during a particular conversation. The length of a chunk will vary. Suggestion: The bigger the tension, the smaller the "chunk."

Person A and B agree to share the following responsibilities:

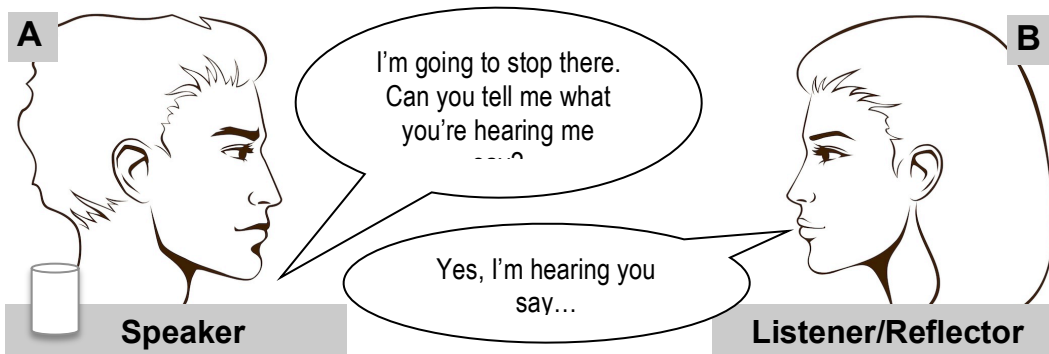
- To ensure **Speaker** has a sense of being heard by **Listener/Reflector**.
- To keep each "chunk" at a length that works for both people.
- To ensure **Speaker** and **Listener/Reflector** switch roles with a frequency that works for both people.

4 Steps

- 1 • While holding a "talking object," Person A speaks a "chunk" while Person B listens.



- 2 • Speaker self-interrupts, or Listener/Reflector interrupts, so that Listener/Reflector can **reflect back what was said**.

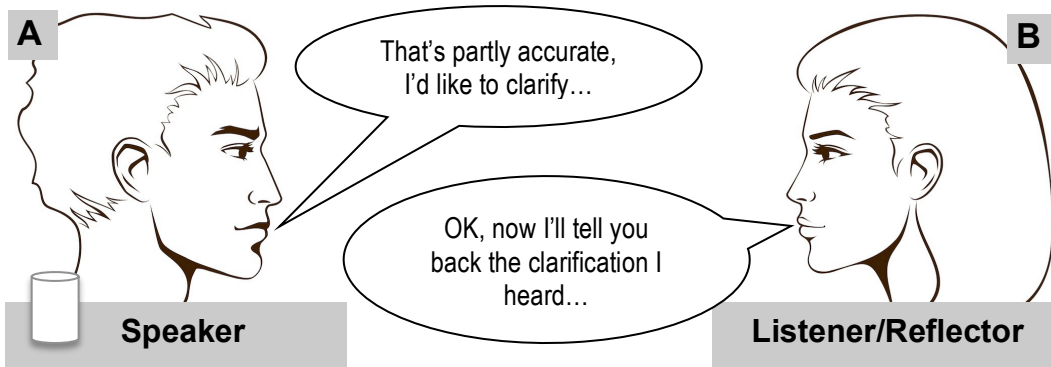


OR



- 3. Speaker **repeats and clarifies** anything Listener/Reflector repeated back that does not match what Speaker was intending. This continues until Speaker feels heard.

TIP: Avoid adding too much new material to your “chunk” during this stage.



- 4. When Speaker feels fully heard, they communicate this to Listener. To switch roles, Speaker hands the Listener the “talking object.” Listener now becomes the new Speaker and says their chunk. It may or may not relate to previous person’s chunk.

