



The Speaker-Listener Model

When Should We Use This?

- Ideally in some shape or form during every conversation.
- Be particularly deliberate about using it when discussing an issue that is likely to cause an argument or hurt feelings.

Why Should We Use This?

- It will help you tell your story (and be heard).
- It will help you problem-solve, if that's what is needed.
- It will keep you connected and in touch with what is happening in your partner's life.
- It will protect your relationship from the toxic effects of resentment.

What Do We Do?

- Pick who will speak first and who will listen. You will switch after 15 minutes (max).
- Speaker*: Tell your partner what's on your mind.
 - o Avoid using "You did/said" or "You do/say" and focus instead on using "I felt/thought/believed" or "I feel/think/believe".
 - o State what you need or hope for in the future around the issue.
- Listener: Really listen (and avoid thinking about your response)
 - o Take mental or literal notes.
 - o Paraphrase back to your partner what you heard.
 - o Example: "So you feel/felt it is important because..., am I right?"
- Switch.

*Hint for the speaker: Clarify at the start if you want to problem solve or "just vent".