

Step One: Asking questions and reflective listening

1. The questions I asked during the conversation:
2. The way in which I reflected what the other person was telling me:

Step Two: Body language and identifying with the other person

1. Nonverbal communication that I noticed:
2. Ways in which I identified with what the other person was telling me, and how I showed that:

Step Three: Acceptance and encouraging participation

1. The way in which I practiced acceptance during the conversation:
2. Encouraging participation in myself or the other person:

