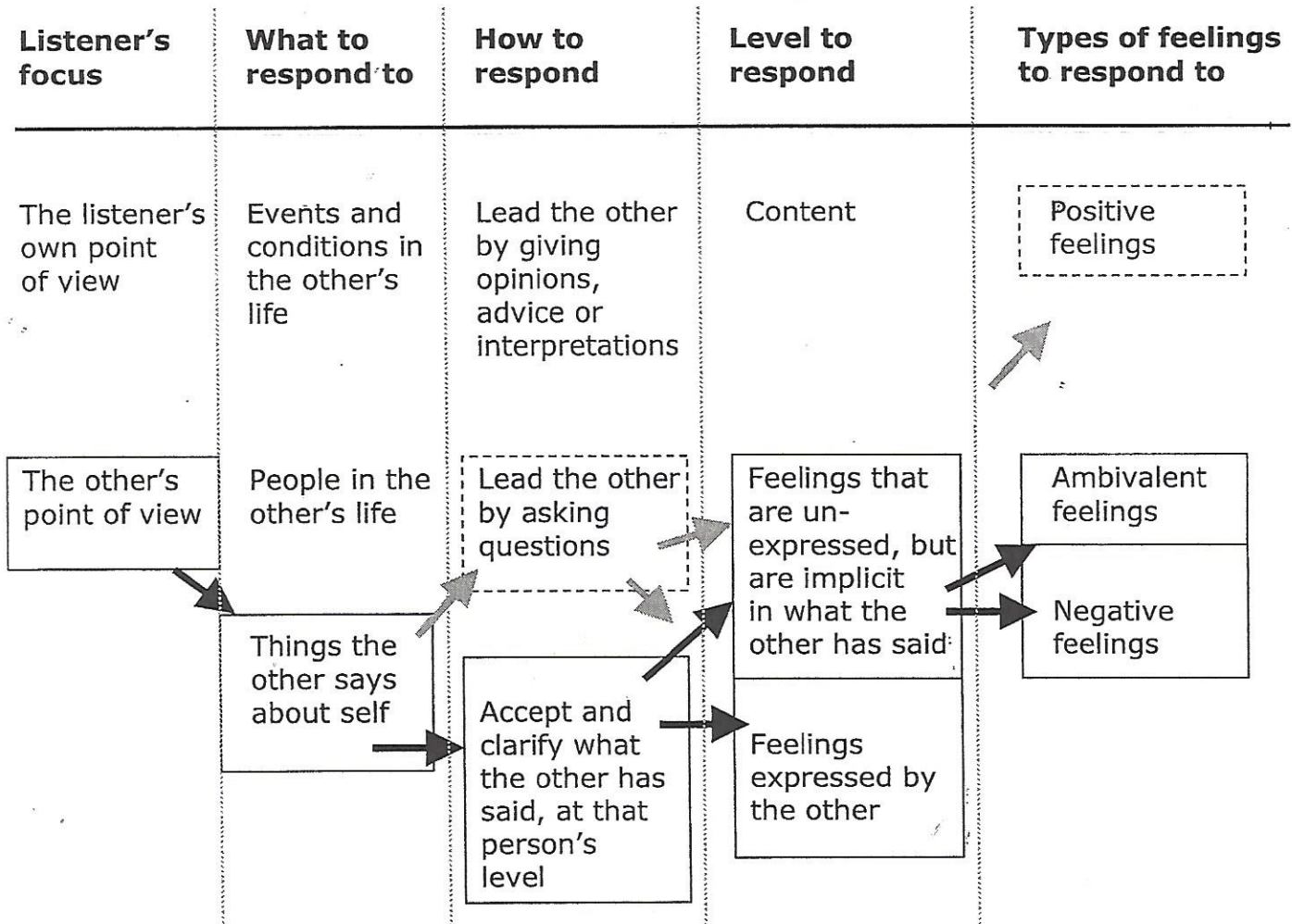


Choices Made by the Reflective Listener



Notes/Adaptations:

Dalmar Fisher's path for choices is indicated with the dark arrows, and solid boxes. I have modified the diagram to include a broader approach, which I feel is effective:

- Under "How to Respond", questions may be carefully crafted to assist the speaker in focusing and reflecting not on content, but on expressed or unexpressed feelings.
- Under "Types of Feelings to Respond to", a helpful strategy in some cases may be to begin with a focus on positive feelings (letting the speaker know you "hear" them on a more comfortable level), and find ways to address ambivalent or negative feelings (moving toward what is more uncomfortable.).

Adapted by David Guthrie from Communication in Organizations, by Dalmar Fisher