

ACTIVE LISTENING PLANNER™

| Communication Plan | Relative to the Issue | My Wording |
|--|-----------------------|------------|
| I hear what you are feeling. | | |
| I understand how you are seeing things now. | | |
| I see you as you are right now. | | |
| I am interested and concerned. | | |
| I understand where you are now. | | |
| I have no desire to change you. | | |
| I do not judge or evaluate you. | | |
| You don't have to feel afraid of my censure. | | |