

CONNECTION AND SOLUTION REQUESTS HANDOUT

In empathic conversation when there is disagreement or conflict

I (John) think of connection and solution requests in terms of when there is a conversation to resolve some kind of disagreement or conflict. My general approach to empathic conversation when there is conflict (which I learned from NVC creator Marshall Rosenberg), is to focus first on empathic connection, and then on searching together for solutions.

With connection requests, the speaker asks for what they'd like back from the listener *when seeking to further understanding and connection*.

With solution requests, one or both people in the conversation ask specifically, concretely (i.e. action language) for what they'd like to solve or resolve the situation in a way that *searches to meet the needs for both of them*, and in a way that is *based in compassionate giving and receiving*.

Connection Requests I think of as having essentially three forms:

- Speaker asking Listener if they would say back what they heard (requesting reflection)
- Speaker asking Listener how they think/feel about what they've heard (requesting expression)
- Listener asking Speaker if they feel heard and understood as they'd like, or if they have more that they would like to say (requesting feedback)

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