

HEALING & RECONCILIATION CONVERSATION MAP

4-Step Conversation Map for Navigating Emotional Hurt/Pain in a Conflict

Step 1: “Receiver” expresses, and “Actor” listens empathically

- Within the structure/container of this conversation, the person who takes the role of “Receiver” expresses (e.g. their hurt, anger, pain, etc.) to the one who takes the role of “Actor,” who listens empathically until Receiver is finished expressing.
- Actor can offer to reflect back empathic understanding out loud if Receiver wants this.
- Receiver can also ask the Actor if they would reflect back what they heard, and continue speaking and asking for reflection until they feel heard.
- Actor can ask multiple times if the Receiver feels heard and understood as they would like, and if there is more they want to say/be heard about.

Step 2: Actor expresses “Mourning” (if Receiver wants to hear this)

- Moving into step 2, Actor can ask Receiver if they would like to hear the sadness or regret they feel. [If no, then see about going to steps 3 or 4.]
- Receiver can also ask Actor if they’re willing to do this.
- There are different levels of mourning:
 - E.g. “I feel sad hearing your pain/suffering.”
 - E.g. “I feel sad seeing how my actions led to you feeling this way.”
 - E.g. “I feel sad because what happened didn’t meet my own needs/values.”
- At the end of each expression of mourning, Actor can ask how Receiver feels hearing it. Actor can then listen empathically to how Receiver responds.
- If Receiver gets triggered, then both can decide to go back to Step 1.

Step 3: Actor expresses needs they were trying to meet (if Receiver wants to hear this)

- Moving into step 3, Actor can ask Receiver if they would like to hear what needs may have motivated them to do what led to the hurt/pain. [If no, then see about going to step 4.]
- Receiver can also ask Actor if they’re willing to share this.
- Actor then shares the needs they believe they were trying to meet, and also expresses again the mourning of how their “strategies” led to hurt/pain.
- At the end of each expression, Actor can ask how Receiver feels hearing it. Actor can then listen empathically to how Receiver responds.
- If Receiver gets triggered, then both can decide to go back to Steps 1 and 2.

Step 4: Healing/Restorative Actions and New Strategies to Meet Needs

- This step is essentially about making solution requests and agreements, if there are any to be made at this point. Both Receiver and Actor can offer possibilities.

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