

CONNECTION AND SOLUTION REQUESTS HANDOUT

In an empathic conversation, one type of request is about creating more understanding and connection before moving to solutions and outcomes. Another type of request is about looking for strategies and solutions to meet everyone's needs involved.

Connection Requests — The speaker asks for what they'd like back from the listener *when seeking further understanding and connection*. Three forms of connection requests:

- Speaker asks the listener(s) if they would say back what they heard (requesting reflection)
- Speaker asks the Listener(s) how they think/feel about what they've heard (requesting expression)
- Listener asks the Speaker if they feel heard and understood (requesting feedback)

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*.