

## Empathic Conversation Structure & The Four Questions

### Empathic Conversation Structure

I see empathic structure in conversation as focusing first on hearing and understanding each other where we disagree, doing our best to hear one another separate from agreement or disagreement. Then, from understanding, dropping down into connection at the level of our commonality, what we universally share as human beings. From this connection we can move more powerfully and effectively to outcome, solutions and results – the emergence of new creative possibilities. This approach supports achieving high levels of functioning *through first* building trust based in understanding and connection. The basic elements of this structure are:

- Taking turns speaking and listening in mindful presence
- Focusing first on hearing and understanding each other's different perspectives (perceptions and beliefs)
- Then connecting with what we feel and want and the human needs we share
- Reflecting back understanding of what we heard each other say
- *After* feeling heard and understood, *then* going to solution requests and agreements

### The 4 Questions

1. What issue or topic do you want to speak about?
2. What meaning do you give it? What beliefs do you want to express?
3. What emotions are you feeling in your body?
4. What do you want – personally and universally?