

Empathic Conversation & The Four Questions

Empathic Conversation Structure

- Take turns speaking, listening, and reflecting back what you heard from the other
- Focus first on hearing and understanding each other's different perspectives (perceptions and beliefs), separate from agreement or disagreement
- Then connect with feelings and needs at level of commonality, shared humanity
- Then go 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?