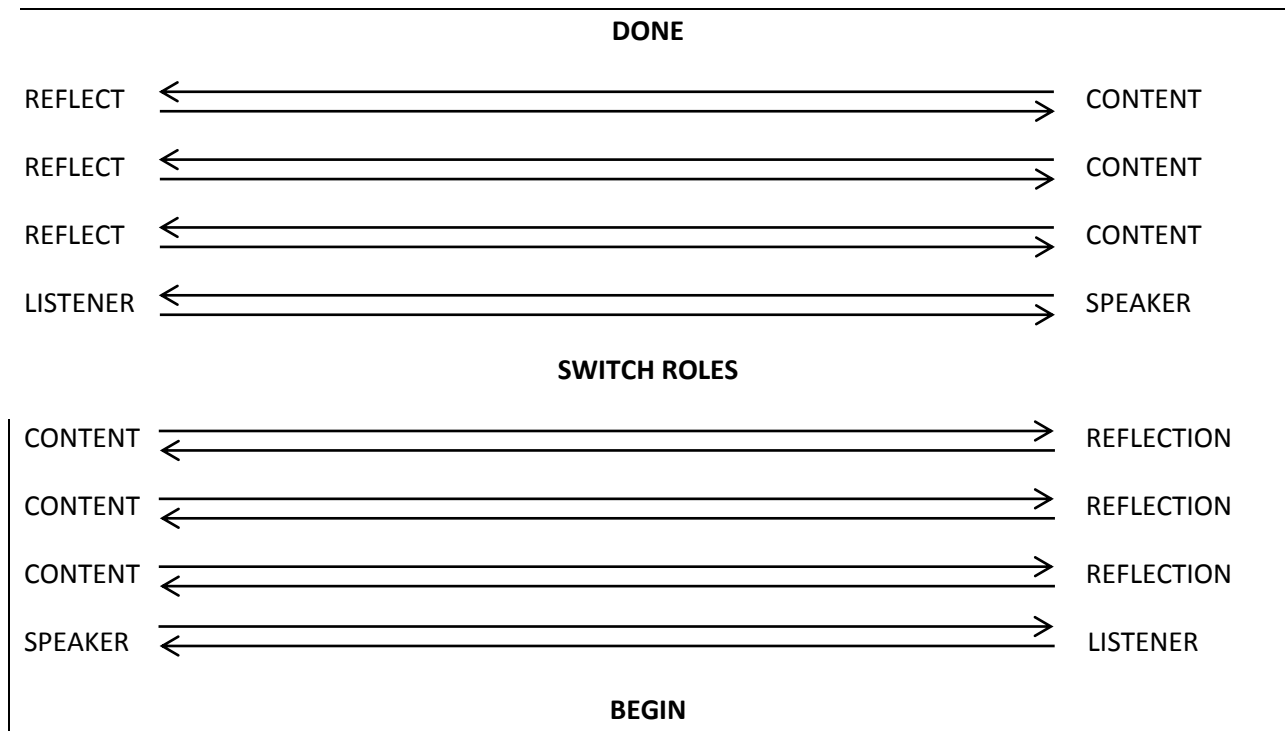


**SPEAKER LISTENER TECHNIQUE AND THEORY: CREATING UNDERSTANDING**

Both persons take turns actively listening: **reflecting without adding content**

1. Listen for feelings
2. Reflective
3. Clarify
4. Explore without adding content
5. Summarize



**HANDLING BOMB SHELLS AND LAND MINES: AVOIDING MISUNDERSTANDING**

If the speaker adds content that is a land mine or bomb shell for the listener, the listener will have a hard time listening. The listener will usually stop listening and instead focus on the bomb shell. It would be best for the listener to “book mark” it and come back to it when the speaker is done. Otherwise the speaker and listener do not stay together. The conversation breaks down into the Speaker/Speaker scenario where there is no listener and as a result very little understanding is being created:

