



# THE SPEAKER-LISTENER TECHNIQUE

## Rules for the Speaker:

1. Share your perspective.
2. Stick to one issue.
3. Keep statements short and concise.

## Rules for the Listener:

1. Practice Active Listening – listen to understand and don't engage in rebuttal.
2. Paraphrase what you hear your partner saying.
3. Validate what you hear your partner saying (doesn't mean you have to agree!).

## Rules for Both Speaker & Listener:

1. Clarify – ask as many questions as needed to make sure you understand correctly.
2. Explore – ask questions to gain more information and understanding about how this makes your partner feel, or what this issue means to them.
3. Paraphrase and summarize frequently.
4. Use "I" statements not "You" statements.
5. Don't interrupt the Speaker.
6. Alternate between Speaker – Listener frequently
7. Don't rush into problem-solving.