

4 steps to Catalytic Listening

1. REFLECT

SAY: What I'm hearing you say is ... (use their words) **ASK:** Did I get that?

If I'm hearing you correctly you said(use their words)...**ASK:** Is that correct?

2. EMPATHIZE

ASK: How did that make you feel? or What was that like for you?

Or: (putting yourself in their shoes)

SAY: I imagine that felt ...(*name emotion: eg scary, frustrating, infuriating*)..... : **ASK:** Did it?

Or: That must have felt(*name emotion: eg scary, frustrating, infuriating*)..... **ASK:** Am I right?

Or (using your body awareness)

SAY: I'm noticing (*describe your physical sensations – eg heart racing, shoulders tensing etc ...*). I think I'm feeling(*name emotion – afraid, confused, overwhelmed etc*) ...**ASK:** Is this what you're feeling?

3. VALIDATE

SAY: It makes sense to me that you feel ...(*emotion*) because

If that had happened to me I think I would also have felt ...(*emotion*).

Looking at it from your perspective I understand that you felt(*emotion*).

4. REDIRECT

ASK: What needs to happen for you to feel different / ok / better?

How do you want to feel instead?

ASK: What can you do to help yourself to feel that way?

ASK: What do you want me to do to help you feel that way?

