



## FLOWCHART

taken from receiver perspective...  
*then flips* when sender becomes receiver

1

**PROPER TIMING IN ASKING TO HAVE COMMUNICATION.  
LET SENDER SPEAK TO THEIR FEELINGS/PERSPECTIVE.**

2

**MIRROR SENDER**

**CHECKING**

**ASK FOR MORE**

*"What I'm hearing  
your say is..."*

*"Am I correct?"*

*"Is there more?"*

3

**VALIDATE**

**CHECKING**

**IF UNCLEAR**

*"That makes sense  
to me because..."*

*"Does it feel like  
I'm hearing you?"*

*"Help me  
understand your  
perspective."*

4

**EMPATHIZE**

**CHECKING**

**IF NOT AGREED**

*"I imagine that  
you're feeling..."*

*"Am I right about  
what you're feeling  
here?"*

*"Help me  
understand your  
feelings"*

**WHEN FINISHED, REVERSE POSITIONS AS  
SENDER & RECEIVER**