

COMPASSIONATE LISTENINGSM CORE PRACTICES

CULTIVATING COMPASSION

- find the feelings of the other within yourself
- experience and express gratitude and appreciation
- engage in on-going personal work to heal one's own wounds
- seek the gifts offered by conflict
- practice forgiveness of self and other

DEVELOPING THE FAIR WITNESS

- “go to the balcony” - look at the situation from all perspectives
- notice and contain your triggers, particularly in the heat of conflict
- suspend negative judgment of self and other
- distinguish impact of someone's words or actions from their intention

RESPECTING SELF AND OTHERS

- engage in self-care
- be kind - holding the intention to “do no harm”
- avoid “fixing” or giving advice unless asked
- take responsibility for your own part in what's unfolding

LISTENING WITH THE HEART

- quiet your mind
- stay grounded in your body
- anchor in your heart when listening to another's story
- allow spaciousness
- offer listening as a gift

SPEAKING FROM THE HEART

- anchor in your heart in giving voice to what's true for you
- be kind - holding the intention to “do no harm”
- Reframe challenging situations to promote strength and healing
- Use language that reflects your ability to connect to the wholeness of the other person