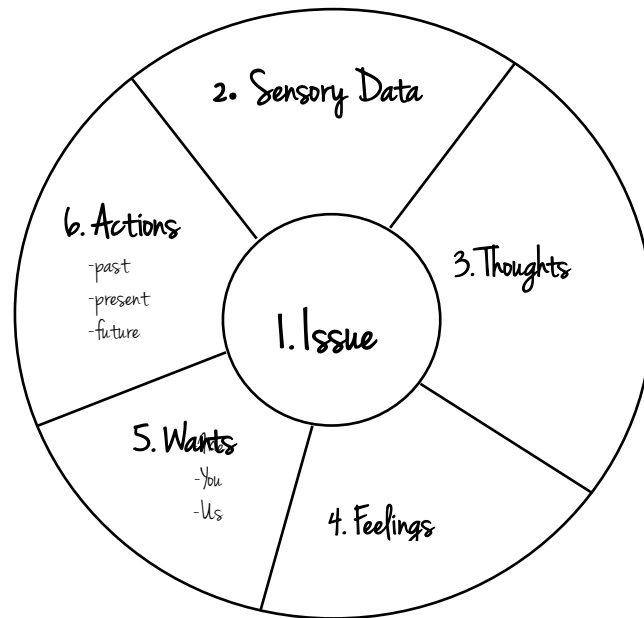


Communication Wheel



Definitions

Issue- What is the heart of the issue? Using I statements share the one main issue. Stick to one issue at a time.

Sensory Data- This is everything you took in from your senses. "I saw..." "I heard..." etc.

Thoughts- When you saw or heard (sensory data) what did you think? How did you interpret the things you took in from your senses?

Feelings- When you saw and heard (sensory data) what did you feel? Take ownership of, and share your feelings. i.e. "When I heard you say _____ I felt sad and frustrated because _____"

Wants- Share what you want for yourself, for them, for your relationship etc. i.e., "I want us to be able to _____"

Actions- What actions do you want to take place now between you two? This could possibly be the most important part. Without sharing the solution, the situation can easily feel hopeless and dissolve into defending rights and proving points.

Helpful Hints

Seek to Understand

"A fool does not delight in understanding, only in revealing his own mind." Proverbs 18:2

Most conflicts are resolved when you understand one another which takes supernatural power to put your needs on hold and try to understand the other person. Ask the Lord for strength to truly hear and understand where the other person is coming from.

Try not to assume their motives of why they have done things. Instead of assuming, ask questions.

Speak for Self

Use I statements. Try not to accuse or blame for your feelings but rather take responsibility for how you feel. Try not to clam up but be willing to share your motives, thoughts and feelings to enable the other person to understand where you're coming from. If you don't share your thoughts, feelings, wants and actions you're not giving them the ability to move forward in love.

If possible, write out a wheel ahead of time.

Listen

Asking leading questions

Do not try to jump in and fix them or relate your autobiography. Just listen.

Invite them to tell you more. Don't stop inviting until they say there is nothing else. Usually, the third time you invite you strike gold and get to the heart. Then they know you really want to know.

Establish eye contact and use healthy non verbals like nodding your head yes and not giving dirty looks.

Acknowledge them and show you're listening, "uh huh, yeah, ok..." etc.

Summarize what you think they've said. Capture the essence in an empathetic way. "Let me see if I understand. So when I _____ you thought _____ and felt _____. You'd like for us to _____ and want _____. Is that right?"