

A LISTENING SPECTRUM

- 1: **“Don’t feel the way you do” messages:
Not accepting or joining the other’s feeling
(often with good intentions; e.g., to reassure)**
- 2: **Responses to *fix* the problem (and
make the feeling go away); or expressions of *sympathy***
- 3: **Neutral questions, getting more information;
Receptive silence**
- 4: **Acknowledging a *single feeling* underlying *just what
the other is saying***
- 5: **Accompanying/joining the wider set of feelings in the
*experience the other is conveying***