

Feedback Wheel: HOW TO RESPOND

STEP 1: Put yourself aside; you're at their service

- ◆ GOAL: Help them feel better

STEP 2: Listen to Understand

- ◆ GOAL: Your Partner Feels Understood

- “So this is your experience of it”
- “Given that experience, I understand how you felt about it”
- “Have I got the gist of it?”

STEP 3: Acknowledge Whatever You Can

- ◆ GOAL: Reassure your partner that you are trustworthy

Find something for which to take responsibility

- “Yes, I did that.”
- or-
- “Yes, I did (some portion) of that”
- or-
- “Yes, I certainly have done that in the past so I can see why you're concerned about it”

STEP 4: Give Whatever You Can

- ◆ GOAL: Satisfy your partner and re-establish closeness

Find something to say yes to

- “Yes I'll do all of that”
- or-
- “I will absolutely do (some portion) of it”