**Listen-Empathize-Clarify-Seek Permission-Resolve Process**

**1. Listen**

Instead of arguing when you hear a point you disagree with, listen attentively to the person’s main points. Let people vent their feelings. Look interested and concerned. Say any of these things:

*"Tell me more. That's interesting.Uh huh.*

*I'm not sure I understand.Could you go over that again?"*

**2. Empathize**

Accept the views of this person even if you don't agree with them. Let people know you understand their feelings. Say:

*"I don't blame you for feeling that way. I see what you mean.*

*I understand how you feel. I'm sure I'd feel the same way if. . . ."*

**3. Clarify**

Delve deeper to ensure that you have a clear understanding of what the other person is saying to you. Say:

*"Let me see if I've got it straight; what you're saying is. . . .*

*Is it possible that. . . . The idea you’re proposing is. . . .”*

**4. Seek Permission**

Tell your side after the other person has expressed all of his or her concerns and feels clearly understood. Say:

*"Now that I understand your views, can I explain mine?"*

*"It seems that this would be a good time to bring up a few*

*points you haven't mentioned.”*

**5. Resolve the Issue**

Once you have both heard each other, this is the time to start dealing with the problem together.