

Importance

Continually pay attention and ask to learn:

- *What's important to you?*
- *What's important to me?*
- *What's important to us?*
- *What's important to related others?*

Practice fully listening to understand and find common ground:

- M—mirror what the other is saying and doing
- E—Empathize by naming emotions and "zipping up"
- E—Empowering Questions after above, trusting other has answers
- T—Track type of interaction: Is there telling, selling or gelling? Consider what is needed.

