

H.E.A.R.

**Hear the
Other Person**

**Explain Your
Understanding**

**Ask for More
Information**

Respond

STEP ONE: Hear the Other Person

1. Hearing the other person is the most important step in communication. Spend most of your time listening.
2. Your attitude, eye contact, and total body language need to communicate your complete attention to the other person.
3. Pay attention to the other person's non-verbal communication as well as their words. Unless asking for clarification, listen without interruption.

STEP TWO: Explain your Understanding of What the Other Person Said

1. Briefly summarize what you heard the other person say, using your own words.
2. Do not "parrot" back word-for-word.
3. Refrain from introducing new information.

STEP THREE: Ask for More Information

1. Using your professional understanding, ask any additional questions which help you understand the other person.
2. Your goal is to uncover the EVENT and the REACTION that is at the root of what is going on.
3. When you have exhausted your list of questions, it is appropriate to check back with the other person using a final question, "Anything else that would be helpful for me to know?"

STEP FOUR: Respond

1. Make specific statements about what you can and cannot do.
2. State specific times, dates, and other details where appropriate.
3. Check back a final time with the other person to make certain there is agreement with what you plan to do. Confirm any commitments the other person has made.