

Issue: _____

Your Position: _____

LISTENER: Getting at Their Views

Your job in this exercise:

1. Listen to what the speaker has to say with a curious, open mind.
2. Reflect back what you hear, giving them a chance to refine their message.

If the speaker is having a difficult time knowing what to say or where to start, you can also ask questions that will help you understand why they hold the views they do. Encourage them to talk about the things in the table below.

<p style="text-align: center;">Experiences</p> <p>Personal experiences People they know/have known personally People they've heard about People they've seen How they were raised What they notice</p>	<p style="text-align: center;">Values</p> <p>Core values at play Why it matters to them Who/what they worry about Why the issue has their attention now</p>
<p style="text-align: center;">Beliefs</p> <p>Beliefs about the situation Beliefs about people involved Beliefs about how funded Beliefs about how it will be implemented</p>	<p style="text-align: center;">Fears</p> <p>Fears about the present situation Fears about the proposed solution Fears about the unforeseen outcomes</p>

When in doubt, ask the questions you are most curious about.

Questions to Get Them Started

- How do you feel, in your gut, your body, your emotions -- when this subject comes up in conversation?
- What do you think is causing those feelings?
- Who do you trust/distrust as a good source of information about this issue? Why do you think that is?
- Do you have any personal experiences with this issue?
- Do you think your upbringing might impact your position on this?
- Are any of the people you care about impacted by this and if so, how?
- What personal experiences do you have about this issue or the people impacted by it?
- I know each person is different and notices different things. I wonder what you notice about this issue that I may be overlooking?
- What do you think might happen to _____ if we _____?
- You seem to believe/trust/accept the argument _____. Can tell me more about why it makes sense to you?