

Addressing and Solving a Problem: Guide for the Listener

Directions: Listener: Ask ALL the questions below writing down the answers. Stay in the listener role until you ask every question then switch roles. Speaker: use list of soul words. (Don't skip this step!) After you both listen, use the Resolution Page to consider possible resolutions and decisions.

1. From your perspective what is the problem or situation that needs attention?
2. How does this situation (problem) make you feel? Choose three words from the list of Soul Words and pick words from more than one category.
3. Rate the intensity of these three feeling from 1 low to 10 high.
4. From your perspective, what is the best way to solve this problem or make headway in the right direction?
5. Rate the urgency of addressing and solving this problem from 1 to 10.
6. In your opinion, what consequences would occur if the problem were not successfully addressed and resolved?
7. As you consider your ideas, do you see any obstacles in your plan? If so, how would you address these obstacles?
8. Is there a monetary cost to your solution? If so, what would be the cost?
9. When you were a child was this a problem or situation your family faced? If so, how did your parent(s) handle the problem and what effect did this have on you as a child?
10. Review and summarize what the speaker has said using the notes you took. Validate feelings and show empathy if appropriate. Switch Roles.