

| HURT PARTNER | LISTENING PARTNER |
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| <p>Focus On One Issue Only Before you begin, get clear on your main concern. Check your partner's readiness. Stay on track with this one issue. Describe how you've been hurt and what you want.</p> | <p>Seek Understanding Don't defend yourself, argue or cross-complain. Develop an interested and curious state of mind. The questions you ask are designed to understand your partner's experience.</p> |
| <p>Express Your Feelings & Thoughts Feelings are often complex and can even be contradictory. Go beyond simply expressing one feeling. Look for the vulnerability that may be underneath your initial feeling (sadness, jealousy, hurt, guilt, etc)</p> | <p>Empathize Do your best to put yourself in your partner's shoes. Respond with empathy. Keep making empathic statements until a soothing moment occurs. You can hold onto yourself and still be able to imagine what it's like for the other person.</p> |
| <p>Avoid Blaming, Accusing or Name Calling Tell your partner how you feel without hurting them or making them feel bad. Risk being vulnerable and give them the opportunity to hear you and repair.</p> | <p>Recap Repeat back to your partner as accurately and completely as you are able, what you've understood. Check it out with your partner to see if it's complete and accurate.</p> |
| <p>New Agreement Work with your partner in helping them make a change to stop the hurtful behavior.</p> | <p>New Agreement Commit to stop the hurtful behavior and make an agreement as to how you will do that.</p> |
| <p>Your goal is to tell your partner how they have hurt you. You want them to feel your pain not your anger.</p> | <p>Your goal is to understand how you caused pain to your partner. Empathize with that pain and apologize boldly.</p> |
| <p><i>This is not the time to figure out why the hurtful behavior happens. That will come later. Stay focused on understanding how the behavior is hurtful and repair.</i></p> | |
| <p>Describe how you have been hurt. Be concise. Say a little and then let your partner respond. If you talk too long they could get overwhelmed and won't be able to remember what you told them. Stay specific to one issue.</p> | <p>Sit across from your partner and make eye contact and listen carefully. If they get angry, don't take it personally. Look for the pain and frustration behind the anger.</p> |

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| <p>Do not let one hurt lead to another hurt. Don't slip into "never" and "always." What did your partner do to hurt you?</p> | |
| | <p>What did you hear them say? Repeat it back and reflect back to them how what you did (or didn't do) made them feel. Check in with them to see how well you did.</p> |
| <p>Affirm what they got right and help them understand what they missed. Continue to tell them how it made you feel.</p> | |
| | <p>Try to connect with the pain of your partner. Keep asking questions until it makes sense how your behavior hurt them.</p> |
| <p>Continue to help your partner understand.</p> | |
| | <p>When you feel you get it, make a final summary of what you understand your partner to be telling you. "I hear you say that when I do/did ABC it makes you feel XYZ. Am I getting that right?" "It makes sense to me why you would feel that way when I do that."</p> |
| <p>If you feel heard and believe they understand, let them know. "Thanks for taking the time to really understand. I feel heard."</p> | |
| | <p>Hopefully you are able to fully empathize with how your partner feels and you don't want them to feel that way. Tell them.</p> |
| | <p>Repair boldly. "I'm so sorry that I made you feel this way."</p> |
| | <p>If the hurt caused is the result of a pattern of behavior that has gone on for a while your partner may not trust that you can stop hurting them. You may have apologized before and not made any changes. "I'm so sorry that I have done this to</p> |

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| | you repeatedly and it has taken so long for me to see the pain I have caused you.” |
| If the apology feels good to you, let them know. Thank them for understanding. | Check your partner’s face and ask yourself if the apology has landed. |
| | If they are not convinced then you need to be bolder. Dig deep. Move closer to your partner. Make physical contact. |
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| | What will you do to stop the hurtful behavior? |
| | 1. If it happens again (and it will for awhile) repair immediately. |
| | 2. If it is related to addiction, get help. |
| | 3. If it is triggered by trauma, engage in some trauma treatment like EMDR or Brainspotting. |
| | 4. Work with your partner to develop a cue for you to make you more aware of when this happens. |
| If the hurtful behavior comes up again you can let your partner know in a gentle, helpful, loving way that you are hurt. Do not get triggered and become emotionally threatening. Help them help you. You are a team. Agree upon a short phrase (a few words) specific to this issue that will signal your partner that they have hurt you. | When your partner cues you, you immediately reflect on your behavior, repair the hurt caused, and rewind and try it again. Reflect. Repair. Rewind. |