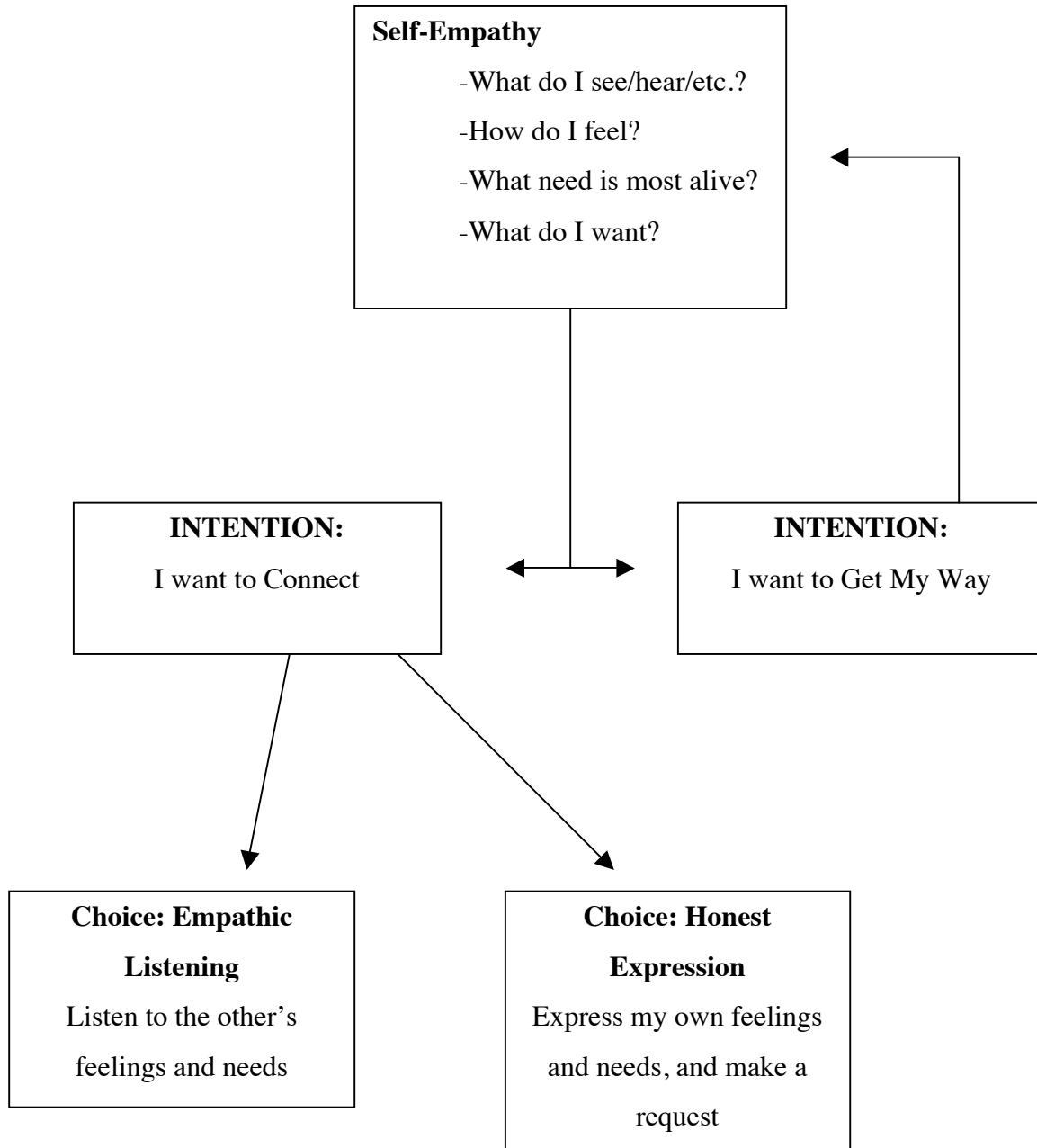


# Communication Flow Chart

(From *Respectful Parents, Respectful Kids*, by Sura Hart and Victoria-Kindle Hodson)



# Four Choices When Hearing a Difficult Message

## **Judgmental Ears Out**

*Blame or Criticize the other person*

“It’s your fault.”  
“You’re bad/wrong.”  
“You should\_\_\_\_\_.”

## **Judgmental Ears In**

*Blame or criticize yourself*

“It’s my fault.”  
“I’m bad/wrong.”  
“I should\_\_\_\_\_.”

## **Generative Ears In**

*Connect to your internal experience*

“I’m feeling\_\_\_\_\_”  
because I need/value\_\_\_\_\_.”

## **Generative Ears Out**

*Connect to the underlying cause of the other’s communication*

“Are you feeling\_\_\_\_\_”  
because you value/need\_\_\_\_\_?”