

Supporting/Building



**Active Listening/
Clarifying**

Differing/Confronting

Active Listening/Clarifying	Supporting/Building	Differing/Confronting
<ul style="list-style-type: none"> - Pay attention - No interruptions - Check and own assumptions - No judgement of other person - Listen for truth in the other's view - Don't listen by preparing your responses - Respond by reflecting other's feelings first - Summarize other's ideas, be sure you understood 	<ul style="list-style-type: none"> - Assume other has useful ideas and information - Create for others opportunities to make thoughts and feelings known - Accept and build on other's ideas - Encourage and explore divergent points of view Watch for and identify emerging ideas and paths - Respond in an open and spontaneous way 	<ul style="list-style-type: none"> - Focus attention on solving problems - Question own and other's assumptions in a non-threatening manner - Deal specifically with disagreements one at a time - Give others time to consider new points - Balance debate: equal time, equal weight - No controlling or manipulating others

Initial concept: Human Synergists
revised continuously