TALKER

I'm most bothered
I own the problem

GOALS
- To share my feelings
- To share my thoughts

Without
- Accusing
- Attacking
- Labeling
- Judging

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LISTENER

I'm calm enough to hear
I don't own the problem

GOALS
- To provide safety
- To understand
- To clarify

Without
- Agreeing
- Disagreeing
- Advising
- Defending

From: *Why Don't We Listen Better?*