

## FOUR CHOICES WHEN HEARING A DIFFICULT MESSAGE

### **Judgmental (Jackal) Ears Out**

Blame or criticize the other person

*"It's your fault."*

*"You are \_\_\_\_\_."*

*"You should \_\_\_\_\_."*

Voice of Anger

### **Judgmental (Jackal) Ears In**

Blame or criticize yourself

*"It's my fault."*

*"I am \_\_\_\_\_."*

*"I should \_\_\_\_\_."*

Voice of Guilt, Shame and Depression

### **Generative (Giraffe) Ears In**

Connect to your internal experience of feelings and needs

*"I'm feeling \_\_\_\_\_"*

*because I need/value \_\_\_\_\_."*

Voice of Self-Empathy

### **Generative (Giraffe) Ears Out**

Connect to the feelings and needs of the other person

*"Are you feeling \_\_\_\_\_"*

*because you're valuing/needing \_\_\_\_\_?"*

Voice of Empathy