

Center for Compassionate Communication

What's going on in the story?

<p>WHO are they?</p>	 <p>Senior surgeon</p>	 <p>Just a mom With a bag...</p>
<p>Describe their behavior</p>	<p>Silent Distant Grief stricken</p>	<p>Shocked Crying Taking care of her doctor</p>
<p>WHAT are their goals?</p>	<p>"She shouldn't live the rest of her life with a bag."</p>	<p>"I shouldn't live the rest of my life with a bag."</p>
<p>WHY do they care?</p>	<p>I let her down I failed her I put her through so much I caused so much pain and suffering I love her. Love. Affection. Attachment.</p>	<p>I have nothing to hope for What now? Loss of purpose! What am I even doing now? I wanted to be the solution for everyone else I didn't want to be a problem I wanted to be the best (patient, mom, person)</p>

Take the 30,000-foot view

Our workshop has introduced a quick process to listen more mindfully. WHO, WHAT and WHY are three simple prompts that can help you step back from judgment and recognize the complexity of another person's story. Taking the time to listen impacts our ability to communicate with greater compassion. As a thought experiment, give it a try this week. Whether you are observing a conflict with others, or preparing for a complicated conversation, take a moment to step back. Ask yourself: WHAT is the other person's goal? WHAT is my goal? Is there conflict there? You might have to listen to what they are *not saying* as much as what

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they are saying. And then – WHY does this issue matter so much to each of us right now? See how those two questions impact what you choose to say and how you say it. If you are stuck, dig more deeply. There might be an unconscious bias standing in your way.