

THE 3-STEP FULL IMAGO DIALOGUE PROCESS

Instructions

- 1.** Decide who will be the first Sender and who will be the Receiver. Express only ONE appreciation.
- 2.** Follow the structure and use the sentence stems **precisely** as indicated.
- 3.** When all the steps are completed, switch roles and repeat the process.

MAKING AN APPOINTMENT

Sender: I would like to talk about my greatest satisfaction/challenge with my daily responsibilities. Is now a good time for you?

Receiver: Yes, I'm available now.

CONNECTING NON-VERBALLY

Makes eye contact and takes three deep breaths in sync.

DESCRIBING BIGGEST CHALLENGE

Sender: My biggest satisfaction/challenge with my daily responsibilities is ...

MIRRORING AND CHECKING ACCURACY

Receiver: *Mirrors and checks for accuracy.* Let me see if I've got it. You said your biggest satisfaction/challenge is.....

Did I get it?

Sender: Yes, you got it. (*or, yes, and I also said.....*)

Receiver: Is there more about that?

Continues mirroring, checking for accuracy and asking "Is there more" until the Sender says: "There is no more."

Sender: When I experience that satisfaction/challenge, I feel.....

Receiver: *Mirrors feelings.* When you experience that satisfaction/challenge, you feel...

Sender: And when I feel....., it makes me think.....

Receiver: *Mirrors feelings and thoughts:* When you experience that satisfaction/challenge, you feel.... Which makes you think.....

A NOTE TO THE RECEIVER:



Remember, if you get on overload, raise your hand and say: "I'm on overload, let me see if I can mirror you back so far."

Is there more about that?

Receiver: *Continues mirroring the Sender, checking for accuracy and asking "Is there more" until the Sender says: "There is no more."*

SUMMARIZING

Receiver: Let me see if I got all of that. In summary, your biggest satisfaction/challenge is.....

When you experience that you feel.....

And when you have that feeling, you think.....

Did I get it all? or, Is that a good summary?

Sender: *Listens to the summary, checks for accuracy, and if anything was missed, say: "I would like to resend....."*

VALIDATING

Receiver: I get what you are saying and you make sense! What makes sense is that when you experience.....(satisfaction/challenge),

that you would feel..... and that feeling makes you think.....

Is that a good validation?

Sender: *Confirms the validation. If anything was not validated, asks to send that part again.*

EMPATHIZING

Receiver: When you share your biggest satisfaction/challenge, and the feelings of..... that make you think.....

I can imagine you might experience (*happiness, fulfillment, sadness, fear, anger, etc*)

Have I got that? Do you have other feelings?

Sender: Yes (or, yes, I also feel...)

CLOSURE

Receiver: Thank you for sharing all that with me.

Sender: Thank you for listening.

Makes any kind of physical contact with which you are comfortable.

When the process is complete, switches roles and repeats the process.