

The Five Level Interview Worksheet

Use the following worksheet to take notes about your partner's story.

1. Observing The Facts: What actually happened?

- Describe what another person literally saw, heard, felt (touched), tasted, or smelled. Be like a reporter, and include here only the facts.

2. Thoughts/Opinions: What were you thinking?

- What thoughts or opinions did another person have when those facts happened?

3. Feelings: How did you feel?

- Describe the emotions that another person felt in his or her situation
- (i.e.,frustrated, angry, anxious, annoyed, hurt, jealous, guilty, resentful, etc.)

4. Meaning/Importance: What did this mean to him or her?

- What was important to the other person in their situation. Why did he or she feel the way they felt? What does this person want you to understand that they might not believe you understand?

5. Actions/Expectations: What does he/she want? What will he/she do if they get what they want or if they don't?

- What would this other person like for you to do, instead of what you are doing? What might be a supportive effective way to resolve this situation?

- What *positive* response could you have when this situation arises in the future?

Six Stages in Creating Supportive Agreements Overview

1. I understand You (on 5 levels)

- A. You communicate to me. I actively listen.
- B. I periodically repeat back to you what you just said, with no opinions or judgments; just to be sure I am clear.
- C. You confirm that I understand you, or you clarify.

2. I acknowledge common points with you

- A. I acknowledge and affirm any points you said with which I agree, even if only to say, "Seeing it from your perspective, I can understand why you feel this way."

3. You understand Me (on 5 levels)

- A. I communicate my point of view to you. You just listen.
- B. You repeat back to me what you understood I said, with no opinions or judgments.
- C. I confirm that you understand me, or I clarify.
- D. If you express your opinions, I return to 1-A. (I listen).
-then I remind you that you are not finished expressing yourself.

4. You acknowledge common points with me

- A. You acknowledge and affirm any points I said with which you agree, even if only to say, "Seeing it from your perspective, I can understand why you feel that way."

5. We clarify differences (on 5 levels)

- A. Restate common truths.
- B. Clarify points of difference.
- C. Have each person state these points, and check for confirmation with the other person.

6. We create supportive agreements - we both want to keep!

- A. Build negotiations on common truths.
- B. Commit to agreements that are supportive of both parties.
-follow Win-Win Agreement Format
- C. Brainstorm possibilities before making decisions. D. Express appreciation for one another.

The Stages of Supportive Agreements

1. I understand You
2. I acknowledge agreement
3. You understand Me
4. You acknowledge agreement
5. We clarify differences
6. We create agreement

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Six Stages in Creating Supportive Agreements WORKSHEET

Person: _____

Topic: _____

1 I understand you (using 5 levels)

What is it that the other person wants me to know? What do I know or remember about what he/she has tried to communicate to me? (Do not write here whether you agree or disagree, only what this person wants you to know. Be thorough. Consider each of the Five Levels of Communication, listed below, to be clear and complete.

What _____ wants me to know:

Facts: When I see/hear;

Thoughts: I think;

Emotions: and I feel;

Meaning/Importance: This is important to me because;

Action/Expectation: What I want to do is;

What I want from you is;



2 I acknowledge common points with you

From what you have just written above, what do you sincerely and honestly agree with? What things does the other person think that you also consider to be valid and important? Furthermore, if you consider the situation from his/her perspective, what else might you see that would help you understand his or her point of view? You might simply check off or underline any points above with which you agree.

I agree that:

The Six Stages of Agreements (cont)

3 You understand me (using 5 levels)

What do you want the other person to know? Consider each of the Five Levels of Communication, listed below, to express yourself clearly and completely.

What I want _____ to know:

Facts: When I see/hear;

Thoughts: I think;

Emotions: and I feel;

Meaning/Importance: This is important to me because;

Action/Expectation: What I want to do is;

What I want from you is;



4 You acknowledge common points with me

From what you have just written above, with what points do you think the other person will agree ? What things does the other person think that you also consider to be valid and important? Consider each of the five levels of communication. You might simply check off or underline any points above with which you think he or she will agree.

_____ would agree that:

The Six Stages of Agreements (cont)

5 We clarify any differences that still exist

Review the points that you hold in common, and then review the things the other person wants you to know, and that you want them to know. Now, make a list of the points that are different. Do not try to prove here which is right and which is wrong. Simply write them clearly, and be as specific as possible.

Points that _____ and I disagree on are:

-
-
-
-
-



Preferences or Fundamental Requirements?

Review each point. Check each one on which you have a fundamental requirement. All others are merely preferences upon which you can be more flexible. Write here what are your fundamental requirements. (More information about the difference between requirements and preferences can be seen on the following video and blog: <http://ow.ly/UMaG8>.)

6 We create supportive agreements (that we both want to keep)

Begin to outline new agreements that you can build toward, considering the following guidelines:

- A. Build negotiations on common truths.
- B. Commit to agreements that are supportive of both parties.
- C. Brainstorm possibilities before making decisions.
- D. Express appreciation for one another.