Listen
Listen for what seems most important to the other person.

“Tell me more.”
Dig deeper. Invite the person to investigate underneath their usual talking points. Remember to ask about “red flag words.” They may hint at important values, beliefs & emotions.

Paraphrase
Articulate the essence of what you understood.

Check in
Ask, with curiosity, if you got it right. Sense any hesitation from the other person? Go back to Step 1 until you get it right.

How to Loop

STEP ONE
STEP TWO
STEP THREE
STEP FOUR

The Scoop on Looping
Looping is a communication technique that transforms how we listen and connect with others. Used by conflict mediators and psychologists, looping gets beneath talking points. By proving we are trying to understand one another, looping builds trust, creates clarity, and invokes curiosity—even amidst profound disagreement.

SOURCE: Looping is a technique developed by Gary Friedman and Jack Himmelstein of The Center for Understanding in Conflict.

www.ThеGoodConflict.com