



ACKNOWLEDGEMENT

Indicates we have received and understood the communication. It does not indicate agreement.

Purpose

- Indicates interest in and respect for the speaker
- Honors our communication with each other
- Creates shared understanding
- Keeps the speaker from wandering, repeating

Essential Way of Being

- **Care** about the other person's experience, interests and aspirations
- **Focus** attention on them

Skills

- Listen in Present Awareness (in your body - about 2" below your navel - with your heart and mind open, and your attention expanded to include you and the person speaking)
- *Indicate you've received the message*
- Appreciate the person

How to Acknowledge

Indicate you've received the message. Occasionally:

- Nod affirmatively
- Say 'hmm', 'yes', 'right'
- Check for understanding
- 'Thank you, I appreciate what you've shared.'

Steps

1. Listen with Present Awareness
2. Respond with 'hmm', 'yes', nod, retain comfortable eye contact
3. State the essence of what you've heard without evaluation or discussion (listen for thoughts, ideas, feelings, actions, results, plans, requests. . .)
4. Ask if you've understood
5. Invite other to correct any misunderstanding
6. Recheck to be sure you've correctly and completely understood
7. Repeat steps 2 – 6 until other indicates they feel you understand
8. Thank the person for what they've shared