

Imago Structured Dialogue

First Pass

(Person A is the SENDER, and Person B is the RECEIVER)

 1. Timing: One partner asks "Is this a good time for a dialogue? If not, can we make a time?" [NOTE: partners must be emotionally regulated]

 2. Presentation: SENDER expresses their point concisely using I statements. IMPORTANT: use small chunks, no rambling.

 3. Reflection / Mirroring: RECEIVER repeats what they heard without judgment or needing to agree.

Sentence stem: 'What I heard you say was...'

RECEIVER asks "Did I get you?" and then RECEIVER asks "Is there more?"

 4. Validation: RECEIVER conveys an intellectual understanding of SENDER's position.

Sentence stems 'You make sense to me BECAUSE ..'

RECEIVER asks "Did I get you?" and then RECEIVER asks "Is there more?"

 5. Empathy then: RECEIVER empathizes with how the SENDER felt at the time.

Sentence stem: 'At the time I can imagine you felt...'

RECEIVER asks "Did I get you?" and then RECEIVER asks "Is there more?"

 6. Empathy now: RECEIVER guesses how the SENDER is feeling now.

Sentence stems: 'Now you could be feeling...'

The "Car"



Caveats

-  Agreement with the SENDER is optional.
-  This is not the time to FIX IT - no strategies or advice.
-  Strive not to evaluate or judge what the SENDER says.

The "Keys"



Second Pass

(Person B becomes SENDER and Person A becomes RECEIVER)

Note that the entire process can be repeated if there is more to unpack...