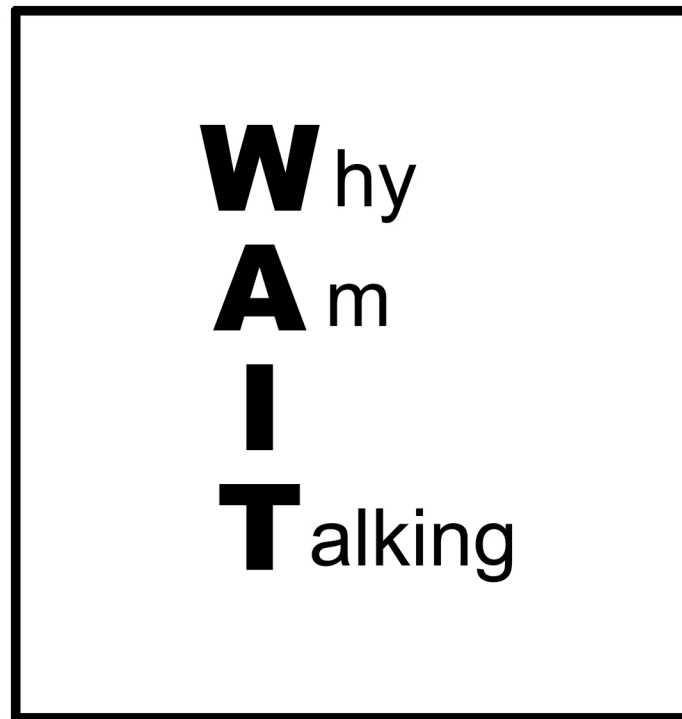


Does the person
speaking just
want to feel
heard?

Will what I want to
say harm
or help the person
hearing it?

Is the silence improved by what I say?

Should
I be
listening?



Has the
person
asked
for my
opinion?

Is what I think more important
than what the other person is feeling?

Am I sure
I have the
correct solution
for the other
person's problem?

Is the person calm
and open to hearing
what I have to say?