

SHUVA - How to do it

Seen - Engage fully with the person

- What color are their eyes?
- What are their gifts and talents?
- What is their struggle?
- What is their current emotion?
- What is their body saying?

Heard – Make the decision to really listen

- Do you share airtime?
- Are you careful not to interrupt them?
- Are you truly curious?
- Are you thinking about you or them?

Understood – Make sure both of you know you “got it”

- Do you ask clarifying questions?
- Do you confirm that you have understood them by mirroring back what they said?
- Do you let the person know if you don’t “get” them?
- Do you slow the discussion down if the conversation is going too fast?
- Do you listen for underlying emotions?
- Do you “get it” in your head, heart and gut?

Valued – Listen with the intent of being changed

- Do you suspend your judgement?
- When they disagree with you do you respect their point of view?
- Do they know how you are different as a result of this conversation?

Appreciated – Express gratitude for what others bring forward.

- Do you let them know when they have done a good job?
- Have you told them what you admire about them?
- Did you say thank you in a meaningful way?
- Will you say positive things about them to other people?