

Imago Dialogue (Shortened)

The Imago Dialogue is a unique and powerful communication tool originally conceived for couples, but useful in any communication. In the Imago Dialogue both parties agree to a basic ground rule: to talk one person at-a-time. This creates a dynamic in which one person is speaking, or, "sending", and another person is listening, or "receiving".

1. **Appointment** — *Ask for and confirm a good time for both of you.*
"There's something I'd like to share with you, are you available to dialogue?"
2. **Mirror** — *Repeat word-for-word what you hear, then summarize in your own words.*
3. **Validate** — *Make a statement of validation, acknowledge validity of sender's perspective.*
"That makes sense to me."
"That makes sense to me because____"
"There's truth in what you shared."
"You're right, I should have done____"
4. **Empathy** — *Imagine what sender is feeling about what s/he shared.*
"I imagine you might be feeling____"
"I hear that____"
"I understand and can see the [pain, sadness, anger] that you're feeling."
5. **Gratitude**
"Thank you for sharing with me"

Imago Dialogue (Full)

1. Make an **Appointment**
2. **Mirroring**— (*aka active listening*)
 - Sender communicates an experience, starts by sharing specific feelings
 - Use “I” statements without blaming, criticizing or shaming
 - “I felt hurt, angry, embarrassed, sad, alone, afraid ... when ____”
 - Receiver uses “gentle pause” and repeats word for word (or paraphrases)
 - Receiver asks, “is that correct?” and “is there more?”
 - When Sender is done, Receiver summarizes in their own words
 - “What I’m hearing is____. Is that right?”
 - Sender either confirms or corrects.
 - Repeat until Sender says “that’s all”
3. **Validation** — Receiver validates Sender’s experience
 - Receiver acknowledges that s/he understands how the Sender organized the experience as they laid it out for you. (*you do NOT have to agree*)
 - “That makes sense to me.”
 - “That makes sense to me because____”
 - “There’s truth in what you shared.”
 - “You’re right, I should have done____.”
4. **Empathy** — Receiver empathizes with Sender
 - Receiver imagines what the Sender might be feeling about what s/he shared
 - “I imagine you might be feeling____”
 - “I hear that____”
 - “I understand and can see the [pain, sadness, anger] that you’re feeling.”
 - Receiver asks, “is that how you’re feeling?” and “is there more?”

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- Sender either confirms or corrects.
 - Repeat until Sender says "that's all"
5. **Amends** (*optional*) — Receiver makes a modified amends
- Receiver acknowledges and accepts responsibility for any missteps, wrongdoing, inconsideration or absentmindedness which adversely impacted the Sender
 - Receiver makes a commitment to correct that behavior.
6. **Gratitude**
- Receiver: "Thank you for sharing with me."
 - Sender: "Thank you for listening."