

LUV TALK RULES

(At a Glance)

Employee Rules

- **Listen** (remember body language, eye contact, attention noises).
- **Understand** (with questions and even more importantly, when your spouse is too general ask clarifying questions).
- **Validate** (the customer is always right and remember to simply repeat back the feelings or needs the customer orders).

Customer Rules

- Use only **“I” statements**, avoid the word “you”.
- Share only one feeling or one need at a time using just one sentence.
- Do not point the finger through blaming, criticizing, or shaming. Keep it about you and the current situation.

Solutions

Remember to switch from employee to customer until both of you feel understood and validated. Once you feel understood and validated you can move to creative **win/win solutions**.

Pick Your Buttons

(Remember - up to 4)

Rejected	Anxious	Neglected
Judged	Overwhelmed	Condemned
Disconnected	Threatened	Unwanted
Lonely	Horrified	Danger
Failure	Pressured	Disliked
Powerless	Bewildered	Mistrust
Misunderstood	Ashamed	Despair
Scorned	Self-conscious	Unhappy
Invalidated	Exhausted	Controlled
Defective	Suspicious	Insecure
Inferior	Dejected	
Worthless	Devalued	
Disheartened	Humiliated	
Offended	Abandoned	
Pathetic	Unimportant	
Heartbroken	Ignored	