

## Imago Communication Technique Script

### Sender:

**Request an appointment-** “I have a concern (need or want), is now a good time”

### Receiver:

**Mirror-**“You said that” (listen to the words they say)

**Confirm-**“Did I get you” (make sure the communication is clear)

**Confirm-**“Is there more/Tell me more” (show you are listening/opened)

**Validate-**“you make sense because” (give an example of the logical point)

**Empathize-** “I can imagine you feel/felt...” (Connect with their emotion)

**Solution-** “we can try...” (Both think of solutions that will help the concern/need)

*----Switch roles, Repeat-----*