



# Dialog and Resolve LLC

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## Listening Formula © 2025-09-09

### Why These Skills Are Important:

- Listening is THE teamwork skill to practice to develop other teamwork skills.
- [Free Video 9, 3:09-3:15 \(Listening changes the world. People are hungry to be heard.\)](#)
- [Free Video 9, 10:02-10:25 \(Listening spreads peace, & hope for a future we want.\)](#)
- [Muddling Along or Unity: Confessions of a Recovering Jerk, pp. 65 & 70-71](#)
- [Muddling Along or Unity, p. 76 \(Benefit of Reframing\)](#)

### Explanations of the Skills:

- See [EMI's Listening Sheet](#)
  - Dialog Dojo does not focus on the Nonverbal SOLAR TEA. If I care and am trying to understand, my nonverbal language will show it; so, I should care and try to understand rather than trying to learn non-verbal cues.
  - “Emotions” and “Feelings” are synonyms.
- [Muddling Along or Unity, pp. 65-72 2](#)
- [Free Video 9, 3:15-4:14 \(Tentative Opening\)](#)
- [Muddling Along or Unity, p. 72 \(Tentative Opening\)](#)
- [Free Video 9, 4:15-6:05 \(Name the Emotion\)](#)
- [Muddling Along or Unity, pp. 73-74 \(Name the Emotion\)](#)
- [Muddling Along or Unity, pp. 74-76 \(Rephrase and Reframe the Content\)](#)
- [Free Video 9, 6:05-6:30 \(Rephrase the Content\)](#)
- Connector Words between the Emotion and the Reframe in the Listening Formula are “and you would like” or “and you want.”
- [Free Video 9, 6:30-10:01 \(Reframe the Content\)](#)

### Illustrations of the Skills:

- [Free Video 9, 1:07-3:15 \(Loud Children Quieted\)](#)
- [Muddling Along or Unity, pp. 65-66 & 69-70 \(Loud Children Quieted\)](#)
- [Muddling Along or Unity, pp. 66-67 \(Debriefing Q&As\)](#)
- [Muddling Along or Unity, pp.67-68 \(David Rudely Interrupts\)](#)
- [Muddling Along or Unity, pp.68-69 \(Six Lessons Learned in Silence\)](#)