

Takeaway 1: Stories Are Everywhere

Why Stories?

1. Stories inspire empathy and trigger our intuitive minds.
2. Stories deepen understanding of where people are coming from.
3. Stories connect people, while facts can make them shut down and get defensive.

You can close the gap between facts and stories by asking a simple question:

"Can you share an experience that helps me understand your beliefs?"



Takeaway 2: Storytelling Criteria

A story that deepens understanding and connection should be a **HIT**:

- **Honest**
- **Important**
- **To the Point**

You don't need to have firsthand experience with something to share a personal story about why you care.



Takeaway 3: Reflective Listening

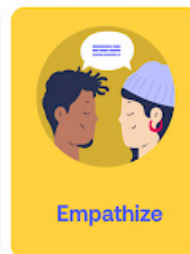
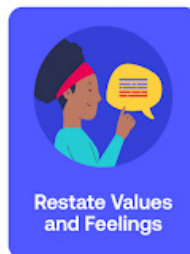
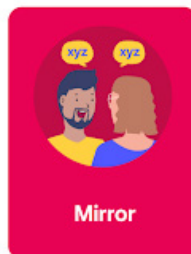
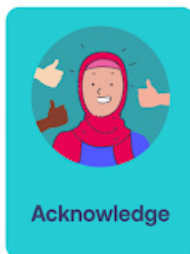
Reflective listening means both listening to others and communicating that you understand what they're saying.

DON'T:

- Commiserate
- Compare
- Make it about you
- One-up

DO:

- **Acknowledge** – Pause and communicate that you have heard the person's story.
- **Mirror** – Say something you heard back to the person, word for word.
- **Restate Values & Feelings** – Communicate back the nuances of what you heard.
- **Empathize** – Step into another person's worldview.



Takeaway 4: Invite More Dialogue

Ask about the details

"How old were you when this happened?"

Ask about meaning

"Can you tell me more about how this shapes your understanding of the issue?"

Share your thoughts

"I hear you. For me, this is more about <opinion>. What are your thoughts?"

Keep the conversation going! Even if you continue to disagree, try to steer the conversation by asking curious questions, sharing your views, and inviting deeper sharing.