



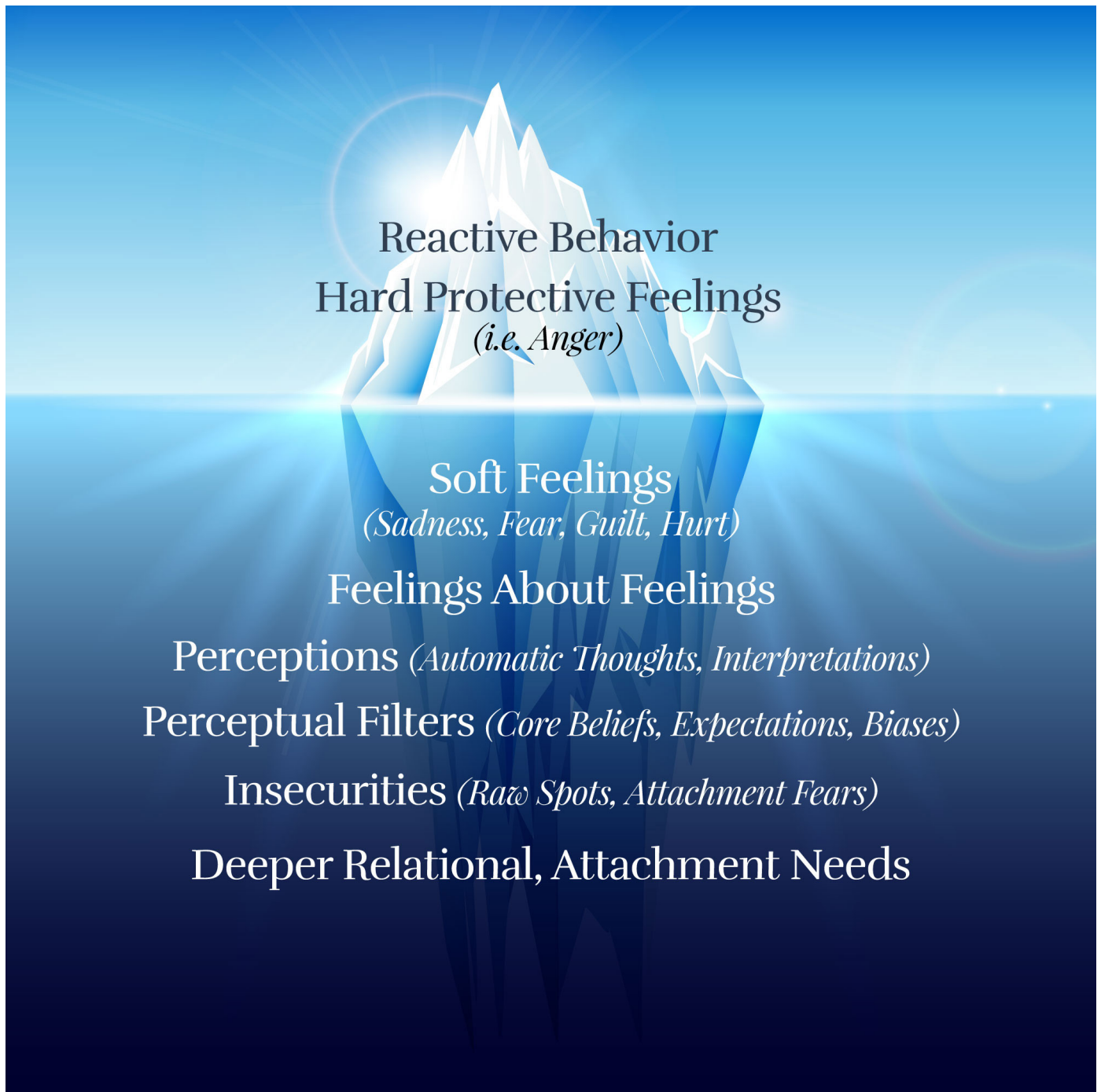
The Iceberg Model: How to Dive Deeper to Understand the Root Issues

Handout

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The Iceberg Model



Inspired by concepts taught by Virginia Satir



The Main Question

What is going on underneath?

What is the deeper issue?

What is visible on the surface is only 10% of the iceberg.

Sender

Be Non-Reactive *Reflect & Describe*

Try to clarify your main concern

Express your feelings – lean in to vulnerability

Avoid blame – it puts a layer of ice on the surface that stops both of you from diving down

Speak for yourself – define you not the other person

Keep going deeper

Identify the Deeper Issue For You:

1. Primary Emotions - Underneath the Anger

- Fear? Hurt? Sadness? Loneliness? Insignificance?

2. Goals & Priorities

- What are you trying to do, be, have?
- What are you placing high value on?
- Is there a life dream or mission showing up here?
- What is the history of that dream or mission?

3. Unmet Needs - Emotional and Functional

- What is your unmet need?
- What is your desired outcome?

The goal is to disclose something real and vulnerable about *you*.



“Remember what it means to be the listener. You don't react to what you're hearing. Just keep breathing, postpone your own agenda, and concentrate on your partner.”

- Dr. John Gottman



Receiver

Be Non-Reactive *Ask & Listen*

Keep your mind and heart open – seek to understand

Be curious and ask open-ended questions (see below)

Avoid defending and interrupting – it puts a layer of ice on the surface that stops both of you from diving down

Recap – “So what I hear you saying is ... is that right?”

Empathize with the understandable part of the sender’s feelings.

Keep going deeper

A List of Questions You Can Ask

What is the underlying issue?

I hear you’re feeling...

I see why you’re feeling...

Is there more...? Or tell me more...

What else are you feeling?

What do you need?

What are you placing value on?

Is there a story behind that?

What did that mean to you?

What was hardest about...?

Is that feeling familiar?

How have you coped with that feeling before?

What else would you like to tell me?



“
But if I disagree and do not interrupt, doesn’t that mean I am agreeing with his/her view of me? On the contrary, it means you can listen with an open mind to his/her reality.

- Paraphrased from a quote by Ellyn Bader

