

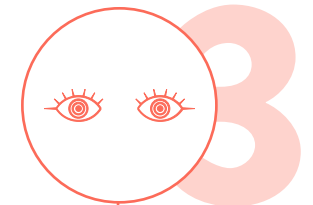
**OFFER YOUR UNDERSTANDING.**

Offer to communicate what you think they meant in language that conveys understanding.



**OBSERVE THEIR REACTION.**

Observe their reaction to your understanding & check to make sure you got it right. Ask: "Does that sound right?"



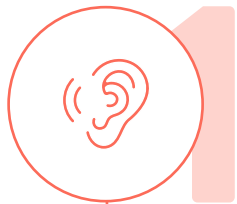
**POLISH YOUR UNDERSTANDING BEFORE MOVING ON.**

Polish your understanding, correct what you got wrong by asking them what you missed, then ask them to tell you more.



**LISTEN TO UNDERSTAND.**

Listen with the intent to understand what your source is saying.



# HOW TO LOOP

## A 4-Step Guide For Journalists

# LOOPING 101 FOR JOURNALISTS

## SOURCE

*I think immigrants are more likely to be criminals. They are already entering the country illegally to take advantage of us by taking our jobs or using our welfare system. And many of them have violent criminal histories.*

## JOURNALIST

*You are worried about your safety & well-being if people enter the U.S. who are either violent or need financial help. Is that right?*

## WHAT'S LOOPING?

Looping is a communication technique used by conflict mediators to build trust, help focus a conversation, and develop understanding. Looping generates clarity about the underlying issues behind any strong emotion. In addition, it's a way for journalists to reflect their understanding to an interview subject. Looping should not be mistaken for agreement. Rather, it involves having a genuine desire to better understand what matters most to the person(s) being interviewed.

## WHY SHOULD JOURNALISTS LOOP?

When journalists successfully loop, they're able to connect with their interview subjects. This connection enables them to get better information and a willingness from the source to hear and respond to opposing viewpoints. By showing understanding and digging deeper, journalists can build trust, learn the motivations behind someone's viewpoint, uncover the complex layers of an issue for that person, better define and clarify the problem, and fact-check.

## WHEN YOU LOOP DURING AN INTERVIEW YOU...

- ▶ **GIVE YOUR SOURCE THE SPACE** to reflect and share their experiences and perspectives.
- ▶ **GET BETTER INFORMATION** because your source, after being heard, may be more willing to share.
- ▶ **SHOW UNDERSTANDING**, not agreement.
- ▶ **CHECK IN** to make sure you clearly understand the person's perspective before moving on.

## HOW DOES LOOPING WORK?

There are four key steps to looping during an interview, dialogue, or conversation:

**1** Listen with the intent to understand what your source is saying.

**2** Offer to communicate what you think they meant in language that conveys understanding.

**3** Observe their reaction to your understanding and check to make sure you got it right.

**4** Polish your understanding, correct what you got wrong by asking them what you missed, then ask them to tell you more.