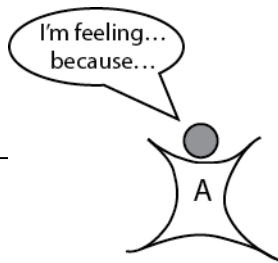


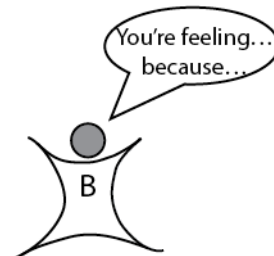
Productive Understanding To Get Complete

Tip!
 • Discover the pinch at many levels
 • “I” feel, saw, heard

Trap!
 • Namecalling, judging



1A. Airs, Speaks out, Explains, Clarifies



1B. Listens, Rephrases Understands, Empathizes

Tip!
 • Accept a different view, see why, suspend judgment
 • I have choice over my response

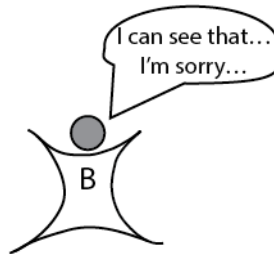
Trap!
 • Vent at same time
 • Upset since they are
 • Autopilot reactions

Tip!
 • I can accept, forgive, move on

Trap!
 • It is not enough ownership



2A. Listens, Rephrases Understands, Empathizes



2B. Owns Contribution, States Regrets, Apologizes

Tip!
 • How I contribute in any way to any part of this

Trap!
 • I didn't do anything.

3. Reverse roles, recycle

Tip!
 • Make a trial period, allow for realistic slip-ups
 • Have a follow-up, check in

Trap!
 • Planning too soon
 • Making promises you can't keep
 • No verbal commitment

4. Get complete, show grace, indicate desire for a positive relationship

Are you done and ready to move on?

Do you have any current requests?

I would like it if...

I will...

OK if...

I can't, here's why, instead...

Tips for Airing

1. A: Discover the bother at many levels. How are you feeling?
2. B: Accept their viewpoint and feelings although it may be different from yours. Understand why. There are many views. It does not mean you necessarily agree. Be willing to hear straight talk.
3. Don't vent at the same time. That's an argument.
4. If A goes on and on without pause, B is likely to miss a part.
5. B remember, this is A's story. You have choice about how to respond even if your button gets pushed. Avoid rebuttal or judgment.
5. Let each other finish.
6. For B, consider how you might have contributed to any part of this vs. I had nothing to do with it.
7. State that you are complete when you are.
8. Create realistic commitments to deal with issues differently.