## Principle 5

anti-principle

### **Ignore emotions**

Letting ourselves be swamped by the power of emotions so we can't see what is important to us.

### Ignore

- 1. "Come on, just get over it. It's not that big a deal. You're being too sensitive"
- 2. "Would you just calm down? You're actin like a maniac"
- 3. "I don't know what your problem is, but you need to just pull it together and get the job done."

### Practice:

**Statement**: "We never do anything fun anymore. You're always working. I feel like I never see you."

**Response**: "I can't believe you're complaining about me working. We can't get by without the money."

principle

### **Acknowledge emotions**

Emotions are signals to help us navigate a conflict. Ask "Why do I feel this way? What do I need?" Communicate your feelings in a way that invites participation in a solution.

### Acknowledge

- 1. "It sounds like you're really sad about this. What's the hardest thing about it?"
- 2. "You seem frustrated. Is it because you were expecting me to do something differently?"
- 3. "It seems like you're having a hard time getting behind this project. Is that right?"

### Restate the response



anti-principle

## Ignore Ideas that conflict with your own

Don't acknowledge the position others have and confuse your responses with the opinions of others.

### Ignore

**Statement**: "I don't want those kids cutting through my property."

**Response**: "What is your problem, you don't like kids? They're not hurting anything. It's just grass."

**Statement:** "Nuclear power is safe. Stop being alarmist." **Response:** "Alarmist? If you think that nuclear power is in the long-term interests of this state, you are insane."

### Practice:

**Statement:** "Kids these days are so out of control. In my day parents gave kids a good spanking."

Response: "I can't believe you're complaining about me working. We can't get by without the money."

principle

## Acknowledge ideas that conflict with your own

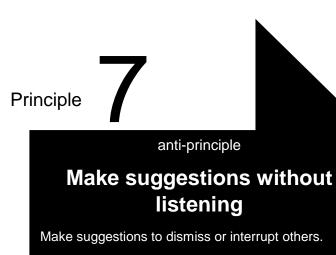
A distinction can be made between acknowledgement and agreement. One can acknowledge a person's position without agreeing to it. Acknowledgement means letting others know you have heard their position and allowing that to be a starting point for productive dialogue.

### Acknowledge

**Response**: "Ok, you don't like it when the kids cut through. Is it something they're doing while they go through, or do you just not want them on your property at all?"

**Response**: "It sounds like nuclear power makes sense to you as a power source for the state."

### Restate the response



### Suggesting

**Statement**: "This whole thing is so stressful, and it's impossible to talk to you about it. You're always running off."

Response: "This not my problem, OK? You need to pull yourself

together. Maybe you need a therapist."

Practice:

### Listen without making suggestions

principle

Suggestions can be helpful but in a conflict they are often heard as manipulation or trying to "fix" them. Ask questions to help them tell their story. Practice listening.

### Listening

**Response**: "What's the most stressful part of this for you?"

Restate the response

# Principle 8

anti-principle

### Offer evaluation

Judge people and pass your evaluations off as observations. Make evaluations of the other person's character.

### **Evaluation**

- 1. "You are always late."
- 2. "You are irresponsible. I can't trust you."
- 3. You are a jerk.

### Practice:

Obviously you're too self-absorbed to notice, but other people in this building have to work and are not interested in listening to you blasting your music night and day.

principle

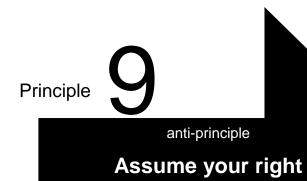
## Offer observation and experience

Differentiate between evaluation and observation. Focus on clarifying the situation by accurately describing how their *actions* affect you rather than telling people what they "are"

### Observation

- 1. "You arrived late to our last three meetings."
- 2. "We agreed to that you would be home by 10:00, and it is now 11:00"
- 3. You interrupted me every time I tried to speak.

### Restate



Act on your assumptions without testing them. Listen selectively, paying attention only to the information that supports our beliefs.

### Ignore

- 1. "You are always late."
- 2. "You are irresponsible. I can't trust you."
- 3. You are a jerk.

### Practice:

Obviously you're too self-absorbed to notice, but other people in this building have to work and are not interested in listening to you blasting your music night and day.

### principle

### **Test your assumptions**

Our assumptions are often wrong. If you discover that your assumptions are false, let them go.

### Acknowledge

- 1. "You arrived late to our last three meetings."
- 2. "We agreed to that you would be home by 10:00, and it is now 11:00"
- 3. You interrupted me every time I tried to speak.

### Restate

### Facilitate listening and speaking Part 2

anti principle	principle
Ignore emotions	Positive statement:
	Take away:
Ignore ideas that conflict with your own	Positive statement:
	Take away:
Make suggestions without listening	Positive statement:
	Take away:
Offer evaluation	Positive statement:
	Take away:
	Positive statement:
Assume your right	Take away: