

Principle

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anti-principle

Ignore emotions

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

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.

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."

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?"

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."

Restate the response

Principle

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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.

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.

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."

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."

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."

Restate the response

Principle

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anti-principle

Make suggestions without listening

Make suggestions to dismiss or interrupt others.

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:

principle

Listen without making suggestions

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

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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

Principle

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anti-principle

Assume your right

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

Ignore emotions

principle

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: _____

Assume your right

Positive statement: _____

Take away: _____