

13 Guidelines

- ① I Will Respect Confidentiality
- ② I Will Be Present In The Moment
- ③ I Will Stay Around When Times Get Tough
- ④ I Will Be On Time And Stay Until The End
- ⑤ I Will Speak My Truth
- ⑥ I Will Ask For What I Want
- ⑦ I Will Take Care Of Myself
- ⑧ I Will Listen With Curiosity And Openness
- ⑨ I Will Own My Judgments
- ⑩ I Will Own My Feelings
- ⑪ I Will Not Blame, Shame Or Fix Others
- ⑫ I Will Ask Permission Before Offering Feedback
- ⑬ I Forgive Myself And Others For Mistakes

Issue Clearing Model

A CLEAR THE ISSUE

- Affirm a meaningful relationship
- “I have an issue I’d like to clear with you. Is now a good time?”
- “If not now, when?”
- “The specific **FACTS** are...” (Recordable facts; not judgments)
- “I make up a **STORY** that...”
(I think...; In my opinion...; My judgment is...)
- “I **FEEL**...” (Mad, Sad, Scared, Happy, Embarrassed...)
- “My **PART** in this is...” (My role in creating or sustaining the issue)
- “And I specifically **WANT**...”

B LISTEN TO UNDERSTAND

- “Let me see if I understand you...”
(Reflect or paraphrase without interpretation)
- After reflecting, ask: “Is that **ACCURATE?**” (If not, reflect again)
- “Is there **MORE?**” (Ask in a kind, genuine, curious voice)
- “Are you **CLEAR** about this?”
(If yes, move on. If not, go back to “Is there more?”)
- Appreciate the person for clearing the issue
 - If Person B has an issue, A & B switch roles (B clear with A)
 - If you are both complete, continue...

A+B PROBLEM SOLVE TOGETHER

- Follow the guidelines
- Commit to curiosity
- Claim 100% responsibility

Throw-Away Words

Use more expressive words than these:

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Primary Emotions

ANGER

Mad, Irritated, Frustrated, Livid

GRIEF

Sad, Upset, Disappointed, Depressed

JOY

Happy, Excited, Grateful, Inspired

SHAME

Embarrassed, Dumb, Guilty, Humiliated

FEAR

Scared, Nervous, Worried, Terrified

EMOTION-COVERING STATES:

Numb, Empty, Overwhelmed, Confused