

The ABC's of Safety Tools for Conversation

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| <p>A</p> <ul style="list-style-type: none"> ▶ Ask Permission to have the conversation ▶ ACKNOWLEDGE the other person's point of view / feelings ▶ AND not BUT or HOWEVER ▶ Apologize, if appropriate ▶ Ask open ended questions to understand ▶ Agree on Actions at the end ▶ Assume good intentions | <p>I</p> <ul style="list-style-type: none"> ▶ "I" STATEMENTS are powerful ▶ Identify the impact of their behaviour on you ▶ Intentions need to be stated throughout the conversation ▶ Incident, Pattern or Relationship? Match the conversation to the frequency of the issue | <p>R</p> <ul style="list-style-type: none"> ▶ Reflect back their feelings ▶ Renegotiate commitments if necessary ▶ Review your perspective for biases |
| <p>B</p> <ul style="list-style-type: none"> ▶ Be clear about what you want ▶ Be transparent about your thoughts and feelings ▶ Breathe and soothe yourself | <p>J</p> <ul style="list-style-type: none"> ▶ Join up by looking for points of agreement ▶ Judge not—focus on observable behavior | <p>S</p> <ul style="list-style-type: none"> ▶ Say they're right if you truly think they might be ▶ "Seek first to understand, then to be understood", Stephen Covey ▶ State the Facts neutrally from your perspective ▶ Summarize agreements and next steps |
| <p>C</p> <ul style="list-style-type: none"> ▶ Commit to working things out together ▶ Contrast: Say what you DON'T intend (e.g., to hurt them, etc.) ▶ Create working agreements for conflict before conflict happens | <p>K</p> <ul style="list-style-type: none"> ▶ Keep your word ▶ Kindness is the Key ▶ KISS a FISH – Keep It Simple & Straight-forward, Feel It & State it Honestly ▶ KNOW YOURSELF — identify your own agenda, trigger points, etc. | <p>T</p> <ul style="list-style-type: none"> ▶ Thank them for talking ▶ Tell the truth gently ▶ Take a Time Out for 20 minutes or more if you're stuck |
| <p>D</p> <ul style="list-style-type: none"> ▶ Disclose your agenda / desired outcomes ▶ Don't exaggerate | <p>L</p> <ul style="list-style-type: none"> ▶ Lighten up with some helpful humour ▶ LISTEN without Interrupting (story and feelings) | <p>U</p> <ul style="list-style-type: none"> ▶ Understand their perspective ▶ Uncover the real issue through open ended questions |
| <p>E</p> <ul style="list-style-type: none"> ▶ EMPATHIZE – see their perspective even if you don't agree ▶ Examine your own intentions / interpretation / story ▶ Explain your perspective without defending or justifying | <p>M</p> <ul style="list-style-type: none"> ▶ Match their Tone, Body Language ▶ Mutual Interest or Goals identified | <p>V</p> <ul style="list-style-type: none"> ▶ Vent with someone else first ▶ Verify your understanding of their point of view |
| <p>F</p> <ul style="list-style-type: none"> ▶ FAILure is okay (i.e., "From Action I Learn") ▶ Follow through on your own commitments and actions | <p>N</p> <ul style="list-style-type: none"> ▶ Name it by admitting your own discomfort ▶ Normalize the Situation by stating that differences are okay | <p>W</p> <ul style="list-style-type: none"> ▶ Win-Win is a powerful intention to hold ▶ Write a letter to gather your thoughts |
| <p>G</p> <ul style="list-style-type: none"> ▶ Get curious / ask questions ▶ Give them time to talk | <p>O</p> <ul style="list-style-type: none"> ▶ Open up; be disclosing and trustworthy yourself ▶ OPEN ENDED QUESTIONS gather more information | <p>X</p> <ul style="list-style-type: none"> ▶ X-amine your own intentions before the conversation ▶ X-ray vision (see beyond any harsh words or approach) |
| <p>H</p> <ul style="list-style-type: none"> ▶ Have a positive mindset ▶ Hear them out | <p>P</p> <ul style="list-style-type: none"> ▶ Paraphrase ▶ Prompt their perspective by making a guess and asking if that fits for them | <p>Y</p> <ul style="list-style-type: none"> ▶ YES is powerful! Agree, whenever possible ▶ Yield by picking your battles carefully |
| | <p>Q</p> <ul style="list-style-type: none"> ▶ Question your own agenda / perspective ▶ Quell your own nervousness | <p>Z</p> <ul style="list-style-type: none"> ▶ Zap NEVER and ALWAYS out of your story ▶ Zero in on finding a resolution (not "whodunit" or the blame game) |