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BreakThrough Conflict™

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Intent does not equal impact.

INTENT \neq *IMPACT*

Every message has two levels:

CONTENT

RELATIONSHIP



Selective Perception

“As If ” Principle



Silence and Avoidance

A Model for Responding to Criticism

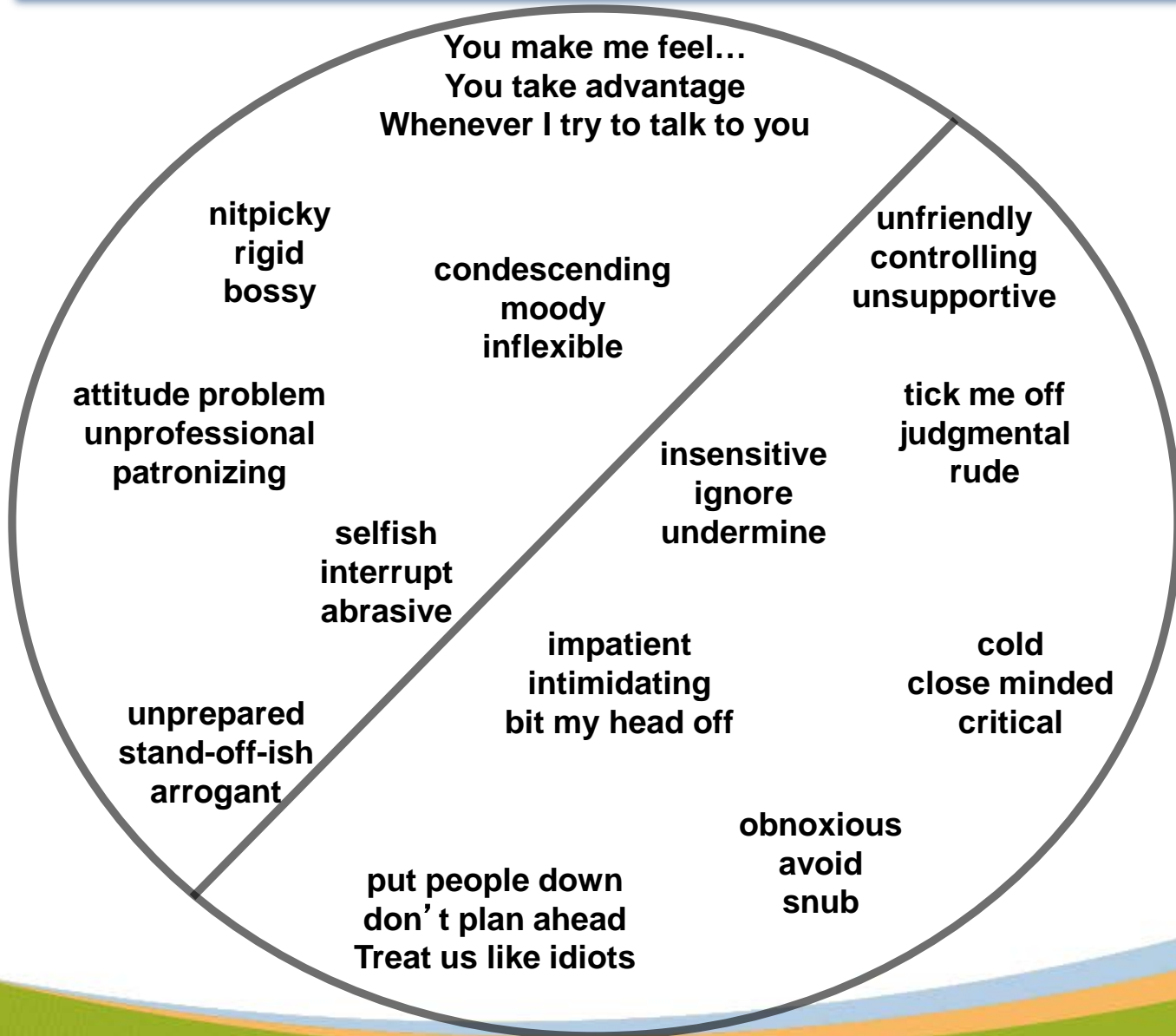
- 1. Active Listening** - Nonverbal curiosity and paraphrasing
 - 2. Ask for Details** - Request clarifying information
 - 3. Guess** - When the critic can't think of a specific example, you come up with one
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- 1. Agree with Facts**
 - 1. Acknowledge the Critic's Perception**

A Model for Raising Delicate Issues

1. **Opener** - Psychological agreement to have the conversation

- **I - Feeling Language**
- **Edit Accusatives**

Accusative Phrase:



A Model for Raising Delicate Issues

1. Opener - Psychological agreement to have the conversation

- I - Feeling Language
- Edit Accusative Language

2. Pinpoint Details

3. Acknowledge Your Part

4. Agree on a Solution

- “Here’s what I can do to help make this work...”
- “Is there anything else you’d like me to do?”
- “It would help me if you would...”

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joining us today!**

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