

HEALING DIALOGUE

(Working Toward Resolution)

This communications / conflict resolution model is influenced significantly by the book [Crucial Conversations: Tools for Talking When the Stakes Are High](#) and the work of its authors.

- 1) **INITIATE**: Respectfully ask to set up a time to discuss a challenging topic. (*Don't ambush them.*)
- 2) Establish **EMOTIONAL SAFETY FIRST** by
 - Establishing **mutual respect** (*"Our relationship is very important to me, and I respect you a lot."*)
 - Establishing **mutual purpose** for this dialogue (*"I want things to feel respectful between us again. Is that what you want too?"*)
- 3) Agree on **"DATA"** (observable facts), to the extent possible. (*But realize people may remember things differently.*)
- 4) Share **YOUR "STORIES"** (*your interpretations of the data, or conclusions you drew from the facts*)
- 5) Ask to hear **THEIR "STORIES" too**
 - *Listen to understand, not to rebut.*
 - *Don't try to decide whose stories are "right." There is no "right," only individual experience.*
- 6) Establish **MUTUAL PURPOSE** to address the the main issue (*what you both want to resolve, change or improve*)
- 7) Explore **SOLUTIONS** (*strategies or tactics to satisfactorily move you both toward your mutual purpose*)
 - Look for the win-win, never a win-lose
- 8) Move to **AGREEMENT** — *either decide on a resolution...or decide HOW to decide (next steps)*
- 9) Close with words or signs of **RESPECT** (*re-affirming relational SAFETY*)

