

PUT YOURSELF IN THEIR SHOES

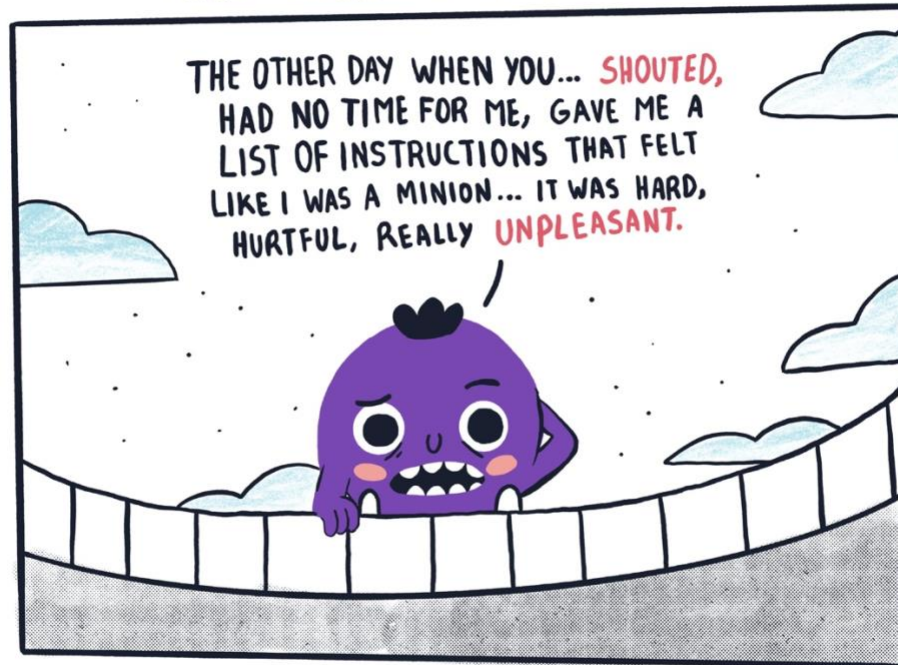


A MEASURE OF EMPATHY WILL GO A LONG WAY

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It may not be easy to know what's going on for others. Do your best, have a guess but keep an open mind and have a think also about what part you may have played in the situation.

TELL THEM HOW IT FELT



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This is about you - how you felt, not so much what they did.
"I felt upset when you ..." **not** "you're out of order when you ...".

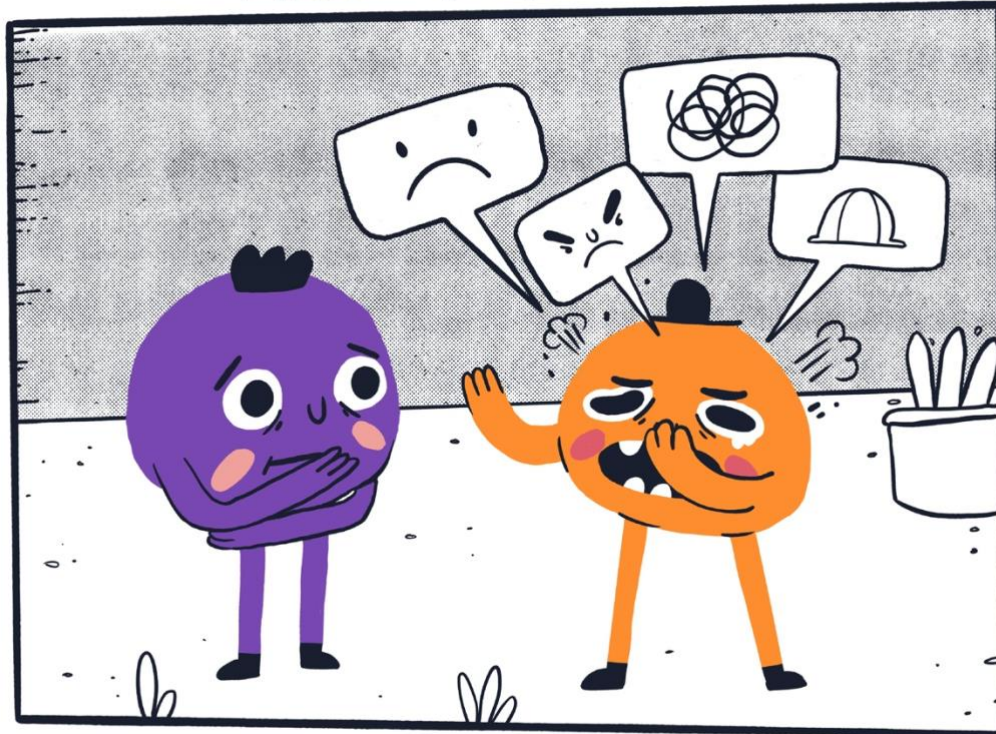
TELL THEM YOU WANT TO TALK
ABOUT IT BECAUSE YOU CARE



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The purpose of your conversation must be to make things better.
Stating it has a lot of power.

THEN KEEP QUIET



SO THEY CAN TELL YOU ABOUT HOW THEY FEEL

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This is harder than it sounds and means resisting the urge to say your piece (or to walk off).
You want them to tell you about their points of view if possible.
You can help them by asking nice open questions: what, why, how.

ONCE THEY'RE DONE, TALK ABOUT WHAT HELPS



AND AGREE A PLAN.

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For example, they agree that they will now raise any issues between them immediately. Not let them fester.