

A STRATEGY FOR MANAGING INTERPERSONAL DIFFERENCES

ACHIEVING,
LEARNING,
TRANSFORMING

1. Take time to be aware of your real thoughts and feelings before you speak.
(Be committed to creative interchange. Be process-aware by paying attention.)

INTERACTING

2. State the difference (concern, problem, gripe) clearly and specifically.
(Interact with the other in an authentic and clear manner.)

APPRECIATIVE
UNDERSTANDING

3. Restate what you understand the other to be saying and feeling; ask for this in return.
(Demonstrate respect for the other by seeking first to understand. Demonstrate respect for self by asking for the same.)

INTERACTING

4. Ask for what you want-- a reasonable change that will relieve the problem.
(Clear advocacy.)

INTERACTING

5. Make your assumptions visible.
(Clear advocacy.)

APPRECIATIVE
UNDERSTANDING

6. Keep the other's options for response open.
(Inquire into other's reaction.)

APPRECIATIVE
UNDERSTANDING

7. Don't evaluate (judge, label, be sarcastic, etc.).
(Remember, most people are operating from the best they now know.)

APPRECIATIVE
UNDERSTANDING

8. Deal with one current issue at a time.
 - Don't make a counter-demand before responding to a demand
 - Don't overload the other with grievances.
 - Don't dredge up a lot of past grievances.

INTERACTING

9. State your feelings, not the other's.
(Be open and authentic)

INTEGRATING

10. Work toward a mutually beneficial resolution.
(Build on or invent a solution)

ACHIEVING,
LEARNING,
TRANSFORMING

11. Be committed to the process.
12. Celebrate Success.