

Stories – Blame vs. Contribution

The situation is more complex than either person can see

Battle of Messages

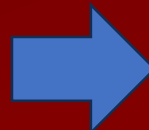
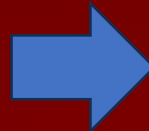
It's all their fault

Get them to admit fault and take responsibility for making amends

Learning Conversation

We have both contributed

Understand the contribution system, problem solve together



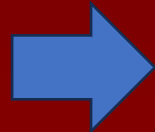
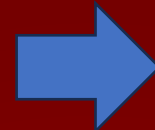
Feelings

The situation is emotionally charged

Battle of Messages

Feelings are irrelevant and unhelpful (avoid) OR my feelings are their fault and they need to hear about it (explode)

Avoid talking about feelings OR let em have it



Learning Conversation

Feelings are the heart of the situation. Feelings are usually complex and worth the extra effort to understand

Address feelings (theirs and mine) without judgement or attribution. Acknowledge feelings before problem-solving

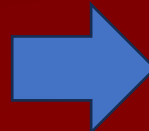
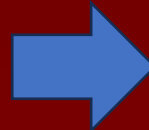
Identity

The situation threatens my identity

Battle of Messages

I'm either competent or incompetent, good or bad, foolish or wise, there is no in-between

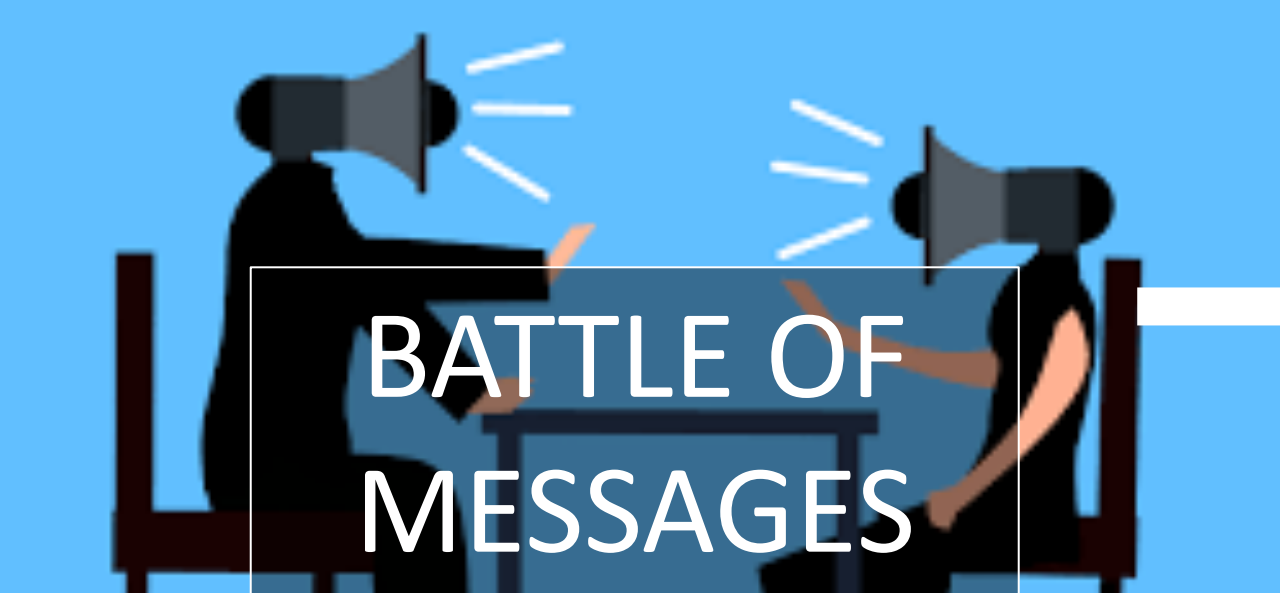
Protect my all-or-nothing self-image



Learning Conversation

Each of us is complex, neither of us are perfect. It's not so black and white.

Understand identity issues at stake for both parties. Build a more complex self-image



BATTLE OF MESSAGES



LEARNING CONVERSATION

Certainty

This doesn't make sense

All or nothing – Either/Or stance

It's all their fault

How could they think that

Curiosity

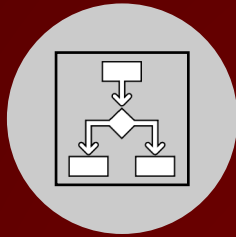
How does this make sense

Complexity - Both/And stance

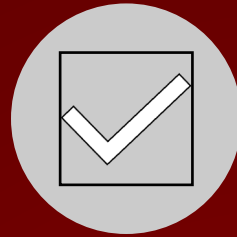
We probably both contributed

I wonder what information they have that I don't

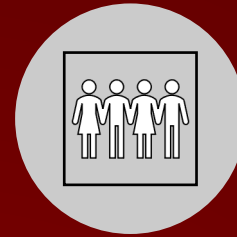
Additional Elements



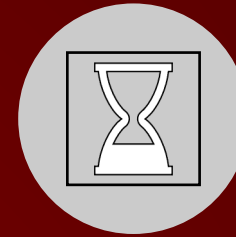
POWER



STATUS



DIVERSITY



HISTORY

What do we do about these? Mindfulness and intentionality.