

1. Understand “What Happened”

► Stories:

What is the problem from my point of view?

What data is behind my story?

What are my relevant past experiences?

► Contributions:

How have I contributed to the current situation?

► Impact and Intentions:

What impact has this situation had on me?

What were my intentions?

What is the problem from their point of view?

What data makes their story make sense?

What past experiences are relevant?

How have they contributed to the current situation?

What were their intentions?

What impact might this situation have had on them?

2. Feelings

How do I feel about this situation?

Which feelings make sense to share?

3. Identity

What do I fear this situation says about me?

What is true about this?

What is not?

4. Purpose

What is my purpose for having this conversation?

What might they be feeling?

What might they think the situation says about them?

Circle the purposes that are 1) In your control, and 2) Helpful to you.