



RESOLVING DIFFICULTIES

The following is a list of responses that are helpful to people in resolving difficulties, conflict and misunderstandings. Any or all of these can be utilized in any order.

ACKNOWLEDGEMENT

They want their experience acknowledged, understood, validated, and empathized. They want to be appreciated for their courage.

UNDERSTANDING

They want to know what happened and/or what your intention was.

REGRET

They want a genuine apology, or an authentic expression of your sorrow or regret.

- Three step apology--1. This is what I regret....*
2. This is what I am doing to make sure it doesn't happen again....
3. Is there anything you need from me right now about this?....

from Magi Cooper

LEARNING

They want reassurance that you've learned or understood something about yourself or how to better care for them.

REPAIR

They want to reconnect and participate in repair of the relationship or in gaining clarity and letting go.