

## The Vowels of Conflict Resolution



**Step #1: Ask Permission** to share your hurt feelings (no Ambushes)

- Can I please share something that hurt my feelings?

**Note:** Be sure to use the right “Timing and Tone” in your approach.

**Step #2: Express Your Feelings**, using “I Felt” (no Blame Words)

- I Felt hurt when you said \_\_\_\_\_ or did \_\_\_\_\_.

**Note:** Blame words are words that communicate “Purposeful Fault”.

**Step #3: Inquire Why** they did what they did (get The Big Picture)

- Can you please tell me why you did what you did?

**Note:** Be sure to listen to them, giving them the benefit of the doubt.

**Step #4: Own Up** to Your “Own Wrong” in the Matter (Take Turns)

- When \_\_\_\_\_ happened, I did \_\_\_\_\_, and that was wrong.

**Note:** Admit that hurting them was wrong, even if it was by accident.

**Step #5: Understand** how to do things differently next time

- Can we discuss ideas for a plan to do things different next time?

**Note:** Failing to Plan = Planning to Fail. Make We Decisions together.

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\*Developed by Kevin Hill in 2016

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