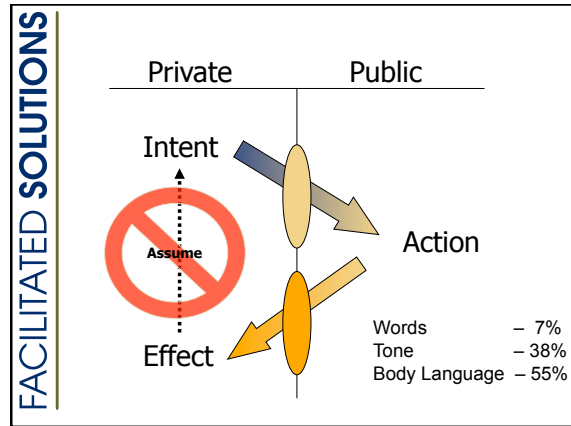


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 Mediators & Conflict Management Specialists

Prevent | Manage | Resolve

Tools for Successful Conversations



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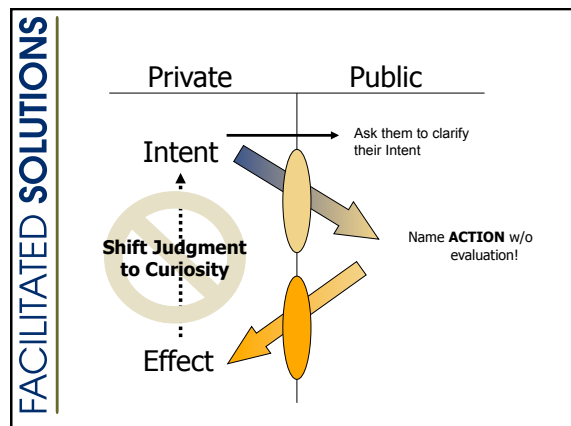
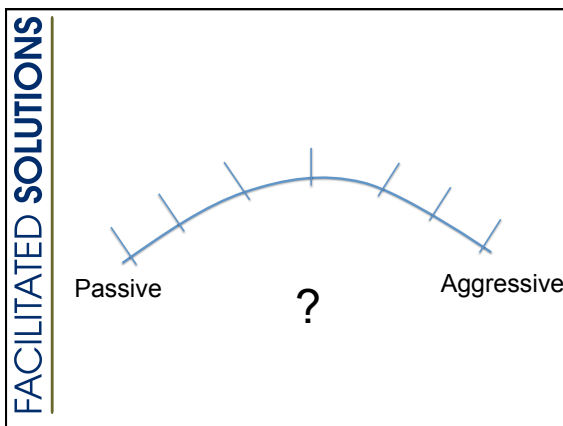
We judge ourselves by our intentions.

Others judge us by our impact/effect.

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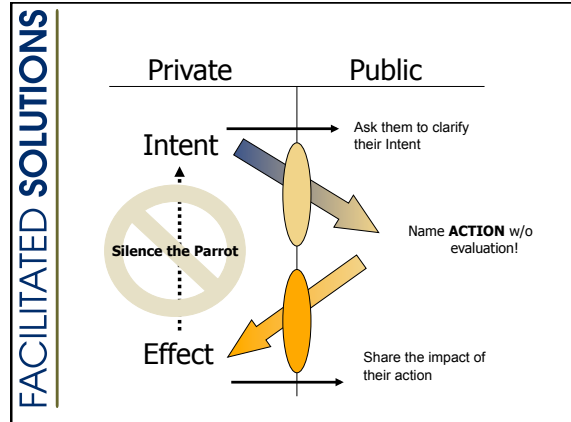
What do we want?

If you had unintentionally offended a colleague, client, friend, family, professional... you 'pinched' them and were unaware that you had caused the offense, what do you hope they would do?




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You might be right.
You might be wrong.
I don't know.

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Calming Your Mind



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Three C's of Hardiness


1. Attitude of Commitment
2. Attitude of Control
3. Attitude of Challenge

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Parrot Talk

Write down what your parrot tends to tell you in stressful situations about:

- Your self
- Others
- The situation
- The world



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Worry is like praying for things you don't want



STRESS

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Resentment is like drinking



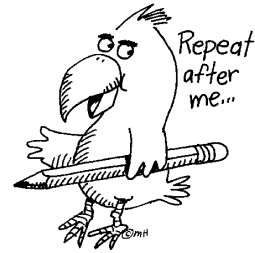
and hoping that the other person will die

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Training Your Parrot

Write down what you need to tell your parrot in stressful situations about

- Your self
- Others
- The situation
- The world



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I'VE LEARNED SO MUCH FROM MY MISTAKES, I'M THINKING OF MAKING A FEW MORE.

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Shifting Gears

Changing Negative Thought Patterns

- Hmm...
- That's interesting (notice unhelpful thought)
- I used to think that way...
- BUT... I don't choose to think that way anymore.



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To Shift from Judgment to Curiosity tell your Parrot:

- You might be right.
- You might be wrong.
- I don't know.

Then Ask it...

Why might a reasonable rational person do/say that



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