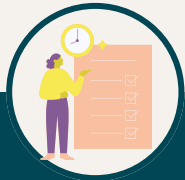


CHEAT SHEET FOR NAVIGATING CONFRONTATIONS

WHEN SOMEONE HAS WRONGED YOU



TIMING

1

CHOOSE A TIME WITHOUT DISTRACTIONS THAT IS NOT IN THE HEAT OF THE MOMENT.

“I wanted to tell you about something from yesterday that is bothering me. When is a good time for you?”



FACTS

2

STATE WHAT HAPPENED. STICK TO THE FACTS THAT CANNOT BE DEBATED (NO OPINIONS OR EMOTIONS YET).

“I saw where you posted the photo of me last Tuesday on social media.”



IMPACT

3

DESCRIBE HOW THE INCIDENT IMPACTED YOU. WHAT EMOTIONS DID YOU NOTICE?

“I noticed I became angry because it felt like my opinion about it being posted was overlooked.”



NEEDS

4

EXPLAIN WHAT YOU WERE NEEDING DURING THE INCIDENT.

“I was hoping that before you posted on social media you would consider my feelings.”



REQUEST

5

COMMUNICATE WHAT YOU WOULD LIKE IN THE FUTURE USING A POSITIVE TONE THAT SOUNDS LIKE AN INVITE AND NOT A DEMAND.

“It would mean so much to me if in the future you would ask before posting about anything that involves me, ok?”