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| **Scripture Foundation**: ***1Pet. 3:10-11;****For “Whoever desires to love life and see good days, let him keep his tongue from evil and…*  ***Eph 4:15****; Instead, speaking the truth in love ….*  ***Rom 14:19;*** *So then, let us pursue what leads to peace and to mutual edification.*  ***Col 3:8*** *But now you must put aside all such things as these: anger, rage, malice, slander, and filthy language* ***from your mouth.*** | **Step 1. START WITH YOUR HEART.**  WHAT DO I REALLY WANT?   1. FOR ME? 2. FOR OTHERS? 3. FOR THE STAKEHOLDERS? |
| **STEP 2. CHECK IN.** (IS IT BECOMING UNCOMFORTABLE?)   1. AM I GOING TO SILENCE OR VIOLENCE? 2. ARE OTHERS GOING TO SILENCE OR VIOLENCE? | **STEP 3. BUILD A COMFORT LEVEL.**   1. ESTABLISH A COMMON OBJECTIVE. 2. MAINTAIN MUTUAL RESPECT. |
| **STEP 4. EVALUATE MY STORIES.**   1. RETRACE MY PATH. 2. WHAT IS MY STORY? 3. SEPARATE FACTS FROM STORY.  * Why would a reasonable person do this? * What is my role in the problem? | **STEP 5. SHARE YOUR THOUGHT PROCESS.**   1. Share Your Facts. 2. Tell Your Story. 3. Invite Others In. 4. Talk Tentatively. 5. Test for Accuracy. |
| **STEP 6. ENGAGE / EXPLORE OTHERS.**   1. ASK OPEN ENDED QNS. 2. MIRROR. 3. SUMMERISE 4. PROBE   Skill: AGREE, BUILD & COMPARE.   1. Agree. 2. Build. 3. Compare. | **STEP 7. HOW TO CLOSE THE DEAL**. (Making Clear Specific Decisions).   1. Who will do it? 2. What will be done? 3. When will it be done? 4. How will it be done? 5. How will we follow up? |