

Exercise

Caring/Confrontation

What are the reasons that people have difficulty in seeing each other's point of view? This inevitability leads to the inability to communicate. Resulting in withdrawal, defensiveness, and conflict. Maybe it is the lack of respect for the other person or the need to have people we call friends and interact with validate our view of the world. ***I think the key is how we define conflict and caring. Need to control or inability to accept others as they are.***

The Four Step Caring/Confrontation Technique

1. Active Listening--keep focused on discussion do not personalize; find out what others really mean and want by asking questions; understand completely the other person's point of view before trying to be understood; create room for understanding not agreement
2. Help people identify core values and understand and appreciate other viewpoints as legitimate. Encourage them do not judge people's intentions.
3. Establish what you have control over and what is appropriate to confront
4. Use humor to diffuse differences but do not avoid confronting differences

What do people choose when they have freedom and permission of a supportive and empathic coach?

To be the self they truly are...