

Relationship Resolution Approaches to stay in the dialogue

Science + Art = Craft

- 1) “I am a little confused...help me understand.”
- 2) “When you realized that “X” was not going to be accomplished...walk me through your choice.”
- 3) “From your perspective...why do you think that was right, or smart, or healthy, or a successful thing to do?”
- 4) “I know you feel this is not your fault...it is still our problem.”
- 5) “If this problem was solved by a miracle tonight while we were sleeping...what would you notice tomorrow that is different?”
- 6) “I am interested in you...not the outcome...with that said...”
- 7) “If you and I were sitting down X weeks from today...what do you think will have needed to have happened for us to be happy with our progress?”
- 8) “I have an issue I’d like your help with...the issue involves you...I’d like to share with you how this appears to me and understand how this appears to you. If I’m not accurate, I want to understand what’s happening. If I’m accurate, I want to work with you to change things. Here is my perception...”

Overview of the Relationship Resolution Process

Stage I: Opening

Parties make initial statements

Stage II: Ventilation

Discuss **past**/Parties explain what happened in their own words

Stage III: Clarification

Focus on **present**/Parties explain how the dispute affects them

Stage IV: Generating Ideas

Focus on **future**/Parties begin to create workable or acceptable settlement options

Stage V: Agreement & Closure

Parties settle on particular option or set of options...put into written agreement and signed by both parties