

## 1. Understand “What Happened”

### ► Stories:

What is the problem from my point of view?

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What data is behind my story?

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What are my relevant past experiences?

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### ► Contributions:

How have I contributed to the current situation?

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### ► Impact and Intentions:

What impact has this situation had on me?

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What were my intentions?

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What is the problem from their point of view?

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What data makes their story make sense?

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What past experiences are relevant?

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How have they contributed to the current situation?

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What were their intentions?

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What impact might this situation have had on them?

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## 2. Feelings

How do I feel about this situation?

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Which feelings make sense to share?

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## 3. Identity

What do I fear this situation says about me?

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What is true about this?

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What is not?

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## 4. Purpose

What is my purpose for having this conversation?

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What might they be feeling?

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What might they think the situation says about them?

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Circle the purposes that are 1) In your control, and 2) Helpful to you.