

Clearing Logjams Framework

PERSON A:

1. Get permission to clear an issue (timing, place).
2. Briefly describe what happened. What was the event? Give data the way a video recorder would show it.
3. What was your interpretation of the event/other person? (what you made it mean, your 'story' about the event or person)
4. What was the impact on you, how did this event make you feel? (angry, sad, scared, ashamed, etc.)
5. What do you need from the other person going forward? Is there any support or commitment from your side you can offer the person, to strengthen your working relationship and the trust between you?
6. Check with yourself if you are feeling clear. If not, what else needs to be said?

PERSON B:

1. Listen for the message not the messenger.
2. Before responding, ensure person A feels heard even if you do not agree with all. Reflect back what you heard; check your understanding of the person's message and request.
3. Wrestle with the message: What is the 2% truth in it?
4. Respond: own the 2% as well as what you can/can't give/needs/boundaries and your reasons why. (your context)