



WOW

What's up:

- Root of issue
- Express: when "objective", I feel "subjective" (this prevents the other feeling attacked, and being on defensive)

This is not venting.

Subjective - feelings, opinions

Objective - facts

Talking about someone else - objective

Talking about yourself - subjective

Own up:

- Own actions/behaviour that might have made situation worse
- What effect on others could those actions have had

What next:

- What is our plan/intention (this is where you could ask something of someone else)
- What happens if/when we slip up

Key to conflict

Waiting until you can address it properly - not when you are at the height of your emotion.