

THE CONFRONTATION MODEL

This model allows us to confront tough issues with courage, compassion, and skill. Learning is provoked and relationships are enriched.

OPENING STATEMENT:

Write out your opening statement and practice saying it out loud, in sixty seconds or less. Your opening statement should:

1. Name the issue.
2. Select a specific example that illustrates the behaviour or situation you want to change.
3. Describe your emotions about this issue.
4. Clarify what is at stake.
5. Identify your contribution to this problem.
6. Indicate your wish to resolve the issue.
7. Invite your partner to respond.

INTERACTION:

8. Inquire into your partners view. Dig for a full understanding; don't be satisfied with the surface. Make sure your partner knows that you understand and acknowledge their position.

RESOLUTION:

9. What have we learned? Where are we now? Has anything been left unsaid that needs saying? What is needed for resolution? How can we move forward from here, given our new understanding?
10. Make a new agreement and determine how you will hold each other responsible for it.