

Issues Clearing Model

The Person with the Issue Starts:

“I have an issue I’d like to clear with you. Is now a good time?” (If not now, then agree on a time for later that day.)

“The specific facts are ...” (State the facts! Use unarguable truths, not judgments.)

“I make up a story that ...” (I think...; In my opinion...; My judgment is...)

“I feel ...” (Sad, Angry, Scared, Ashamed, Guilty, Excited, Numb, Happy...)

“My part in this is ...” (Your role in creating or sustaining the issue)

“And I specifically want ...” (What specific, positive outcome do you want to have occur?)

The Other Person Listens from Start to Finish and then Reflects Back:

“Let me see if I understand you ...” (Reflect or paraphrase without interpretation. The goal is to seek to truly understand and empathize without rebuttal or defensiveness. Remember, never negotiate with emotion.)

(After reflecting, ask) “Is this Accurate?” (If not, reflect again.)

“Is There More?” (This is a crucial question. Ask in a kind, genuine, curious, want-to-be-in-relationship voice.)

“Are You Clean About This?” (If yes, you’re done!)