Step #1 Deal with the emotions first!
• Calm the person down if possible.
• If possible, get them out of the situation to talk.
• “Give them ‘time out’ to talk.”

Step #2 Listen carefully and respond with empathy and ask questions about the specifics of the problem.
• Let them know you are hearing their concerns
  • “I understand why that would bother you…”
  • “Tell me where you are coming from…”
  • “Help me understand what you are thinking.”
  • “Can you tell me more about that?”

Step #3 Restate the Issue so they know you have heard them.
• Be as objective as possible.
• Use their own words.

Step #4 Consistent non-verbals that match your verbal messages.
• Don’t apologize
• Don’t be shy, be confident in what you have to say.
• Don’t be overly aggressive with your opinion relative to theirs!

Step #5 Challenge them to shift a bit and look again at the issue.
• “I see your point, but I need to challenge you to think about the way you delivered your message just now.”
• “Have you considered their side of things?”

Step #6 Reach agreement if possible and let them know what to expect in the future.
• Brainstorm alternate ways to accomplish the same goals.
• Offer choices or alternatives that don’t detract from the community or other’s rights.
• Review your expectations for future behavior or problem-solving tactics.