

Apples of Gold

Say What You See

- Observations
- Free from judgement
- Free from criticism
- "I hear you stomping."



State the Obvious

- Statement of Fact
- Own the Problem
- I statements
- "I'm upset."



Schedule Time

- Acknowledge other's needs
- Own your stuff
- "You want to talk about...Give me 10 minutes to finish & I'll meet you at the table. Does that work?"



Ask & Give Forgiveness

- Say the name of the individual
- Explicitly identify your missteps
- Apologize for the pain you caused



Joyful
Journeys
Counseling