

4 Levels of Light (Communication)

Rich light – Where people openly, honestly and courageously (with the right motives) address relevant and/or difficult issues promptly.

+ *Dialogue* + *Right motives* + *Address conflict* + *Trust*

Breakthrough light – Where a crisis or a courageous communicator forces the group to discuss, without the masks on, a tough issue in a new, uncomfortable and honest way.

+ *Vulnerability* + *Discomfort* + *Give up 'the game'* + *Relief*

Harsh light – Where people display questionable motives and intimidating communication to win arguments, display power and/or belittle others.

+ *Debate* + *Questionable motives* + *Back stabbing* + *Defensiveness*

False light – Where people hide behind figurative “masks,” rather than convey true thoughts or feelings, because the real goal is to avoid conflict and discomfort at virtually all costs.

+ *Masks in place* + *Comfort* + *Avoid conflict* + *'Dead-moose carcasses'*

The Results Model

Event → _____ → Response → Result

The 3 Universal Hot Buttons

I will push your hot button if I say or do something that makes you feel:

- 1: As if I've taken a legitimate amount of _____ from you.
- 2: De-_____ or un_____.
- 3: Doubt about your _____ - _____.

The bully – A different way to respond

An H _____ F _____ R _____

HFR elements (including The 3 Philosophies) are, among other things:

- +
- +
- +

So What!?!

- 1: What was the 1 most significant and/or memorable thing you got from this session?
 -
- 2: What would be 2-3 benefits of becoming more comfortable and effective in addressing conflict in your future?
 - A:
 - B:
 - C:



Courage & Conflict

In Mandarin Chinese, conflict means _____ riding on a _____.

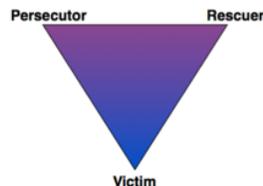
4 Elements of personal conflict

- 1: They are _____.
- 2: They _____ each other.
- 3: They are _____.
- 4: Their behavior is causing _____ problems.

A mind-set shift – The 3 Philosophies (An inside-out approach)

- 1: Life is _____.
- 2: We are all _____.
- 3: Use whatever happens as a _____ or _____ opportunity.
Together, they add up to R _____ O _____
Together, they add up to C _____ H _____

Drama Triangle



“Gravitational Extremism” ©

- The inclination for humans to mentally go to the extremes and exaggerate.
- When operating out of Positions: We're _____, you're _____, end of _____.
- When operating out of Interests: Determine what we all want to see _____.
- 2 key points
 - 1: Change the dialogue from _____ to _____.
 - 2: Treat each other _____ and the problem solving _____.

Helping people work together for greater success & satisfaction

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