

How to Proceed

1. Try to really understand how the other person views the problem:
 - „What is your understanding of what happened?“
 - „What do you think about it?“
 - etc.
2. Then explain your own point of view:
 - „As I see it, this is what happened.“
 - „This is what I think ...“
 - „This is what I guess, but I am not sure about it. “
 - etc.

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3. Suggest to the other person that you both have a problem and that you should try to resolve it jointly.

⇒ Principled negotiation

4. Don't try to repress emotions and feelings... because if you do:

- they will be eating away at you, and/or
- they will „leak“ and then more or less invisibly pollute the entire conversation, and/or
- they will eventually explode.

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5. Explain what you feel - don't blame:

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| ✓ "I'm shocked" | ✗ „You're shocking!“ |
| ✓ „I feel alone.“ | ✗ „You let me down!“ |
| ✓ „I'm surprised, because I have different information.“ | ✗ „You're lying!“ |

6. Acknowledge feelings: let the other person know that what they have said has made an impression on you, that their feelings matter to you, and that you are working to understand them.