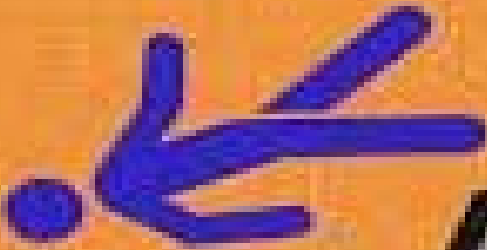


The Precept 13 Dilemma

To Talk or Not to Talk

It Happened at the Bar

But what was it that happened?



DISCUSS

GUIDANCE

REPORT

IGNORE

GOSSIP
SLANDER

*Warning!
Slippery Slope.*

DENIAL

ATTACK

KIND

TRUE

NECESSARY

PREPARING TO DISCUSS

- **FACTS**
 - Putting the story together
- **RELATIONAL APPROACH**
 - Affirm relationship
 - Ask good questions
 - Understand his/her point of view
 - Suspicion is different from truth

ASKING GOOD QUESTIONS

- To connect, to gain knowledge, to help
- Inquiring, not cross-examining
- No assumptions
- Closed vs. open questions
- Start where the person is
- General, then specific

DISCUSSION QUESTIONS

- A. List several affirming things you could say to your colleague.
- B. List 2 or 3 general questions, then several more specific questions.

YOU'RE INVITED TO A DISCUSSION

- A. It's an opportunity
- B. The 1% rule
- C. 7 A's of apology

It's an Opportunity

- Seeing hardship as an opportunity
- Opportunities for personal growth, benefit of others

The 1% Rule

- We're all human and fallible.
- If I think I'm 100% in the right and others are 100% in the wrong, I'm likely wrong. At most I'm 99% in the right.
- That leaves me at least 1% in the wrong.
- So before dealing with others' 99% responsibility, I have to deal with my own 1%.
- Sometimes my 1% actually turns out to be higher.

7 A's of Apology

- Address everyone involved
- Avoid *if, but, may have, and maybe*
- Admit specifically
- Apologize
- Accept the consequences
- Alter your behavior
- Ask for forgiveness

DISCUSSION QUESTION

- Do you think these principles of personal relationships will work in a business setting?

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