

QUESTIONS FOR SELF-REFLECTION IN DIFFICULT SITUATIONS

Ask yourself the following questions to help identify your opportunities in a difficult situation and what your “1%” might be.

1. *In one sentence*, what has made this situation difficult for me?
2. What outcome am I looking for? What changes do I want to occur?
3. In one or two sentences, what is going on *inside myself* about the situation?
4. What have I done well in the way I’ve been handling the situation?
5. What opportunities are there for my personal growth in the situation? What opportunities for me to improve my relationship someone else? Write down at least two good things that could, in time, come out of the situation.
6. Is there anything I did that might have made the situation worse? Be specific.
7. What was I really looking for in my heart of hearts? Was I craving anything? Is there anything that I was afraid of?
8. Was anything I said unkind? Untrue? Unnecessary? Unwise?
9. What opportunities have I missed or not taken advantage of?
10. Has anyone been offended by my conduct?
11. Now that I’ve gotten in touch with at least some of “my 1%,” how do I apply the Seven A’s of Apology?

Address everyone involved

Avoid *if, but* and *maybe*

Admit specifically

Apologize

Accept the consequences

Alter your behavior

Ask for forgiveness