

FIXING FRACTURES



Toolkit

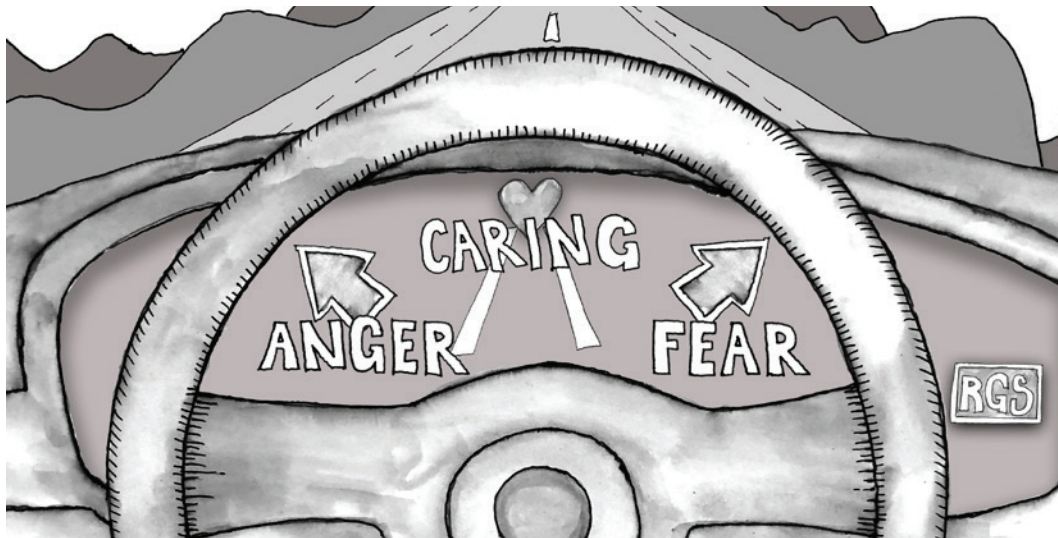
Douglas R. Bouey

The Resolution Protocol on a Page

The Protocol is effective because of its stepwise separation of topics. It is a simple, clean recipe to follow in a resolution conversation, that maximizes potential for correction and change.

STEP 1	Describe your role and relationship to the other person.
STEP 2	Outline the facts of a single incident that led to the relationship break.
STEP 3	Express your emotional reaction to the situation and its impact on your identity.
STEP 4	Declare your part in creating or continuing the situation.
STEP 5	Listen to <i>their</i> version of what happened, and <i>their</i> emotional reaction.
STEP 6	Describe your expectations of what is required to set matters right.
STEP 7	Negotiate a path forward to rectify the situation.
STEP 8	Clarify your new agreement, and affirm your restored common purpose .

The Resolution Guidance System on a Page



Anger Aggression	Care and Compassion	Fear Avoidance
<ul style="list-style-type: none"> • Erupting • Yelling • Sarcasm • Arguing • Lashing out • Glowering • Manipulating • Overwhelming • Overcoming • Bullying • Attacking • Breathing sharply inward • Tunnel vision • Freezing [to restrain aggression] 	<ul style="list-style-type: none"> • Balanced • Optimal • Anchored • Opening • Sensing surroundings • Taking deep body breaths • Relaxed • Empathetic 	<ul style="list-style-type: none"> • Making nice • Avoiding • Sloughing off • Minimizing • Manipulating • Going blank • Shying away • Indifference • Silence • Impassivity • Crying • Emoting • Dramatizing • Smoothing over • Shallow breathing • Scanning for escapes • Freezing [to not make it worse]



The Preparation Worksheet

The Incident *Describe the one situation that serves as the focal point.*

Step 1 - Roles and Relationship

Roles *Name the frameworks that bring you two together (e.g., supervisor, partner, team member).*

Role characteristics *Describe the dynamics of how it works when you are each performing optimally in your role.*

Relationship *Set out the ways you relate to each other (e.g., friend, aunt, sports coach).*

Relationship characteristics *Describe the dynamics of what your relationship looks like when it's going great.*

Step 2 - The Facts *Use a timeline to capture all elements of what occurred from the start of the incident to its conclusion.*



Evidence for each timeline element

Event	Evidence – <i>only what you saw, heard, said, produced</i>

Step 3 - The Feelings *Describe the emotions you experienced as a result of the incident (e.g., mad / sad / glad / scared).*

Identity impact *Describe aspects of your own sense of identity that have been damaged, and how this incident reflects on who you believe yourself to be.*



“...and those are mine to deal with”

Step 4 - 100% → 0% Accountability *Review Step 1 roles for clarity. Detail all the ways you created or continued the incident.*
I woulda...

I coulda...

I shoulda...

Step 5 - VIP's view . *Listen to their version of the incident, their facts, their feelings. Ready some open-ended questions to encourage them to reveal more details. Avoid questions that start with 'why'*

Step 6 - Intended outcome *Set out characteristics of the new arrangement that you want to include as part of a restored or renovated role or relationship.*



Use open, non-restrictive terminology. Refer to your preparation for Step 1, but be ready to adapt as your awareness expands.

Step 7 - Negotiation

List solution options/ideas *Write down whatever is surfaced or proposed.*

Short list *Identify the scenarios selected for further development.*

The details *Build out the scenarios to enhance their realism and workability, and include implementation aspects. Use a separate sheet of paper as needed.*



“What might sabotage this solution?”

Magic Five *Which elements are to be introduced and/or included in the proposed solution.*

Rinse and repeat *List other incidents revealed when you asked, 'What might sabotage this solution?' Use a separate sheet of paper for each incident, and capture their details, as necessary, e.g.:*

- | | |
|------------------------------------|-----------------------------|
| 1. <i>Roles</i> | 5. <i>VIP's version</i> |
| 2. <i>The facts</i> | 6. <i>Outcome statement</i> |
| 3. <i>The reactions</i> | 7. <i>Negotiation</i> |
| 4. <i>100% → 0% accountability</i> | 8. <i>Confirmation</i> |

Step 8 - Confirmation and commitment *Restate your agreed resolution proposal.*

Common purpose *Outline aspects of your best relationship that emerged as a result of reaching resolution, to reiterate to each other.*

Communiqué *List items you need to share with others about the outcome of this talk.*