

FRUSTRATION DIALOGUE

SENDER

Ask for appointment
Make eye contact
Take a few deep breaths in sync

ALWAYS START WITH APPRECIATION

- *“One thing I appreciate about you is...”*
- *“And what that makes me feel is...”*

THEN SHARE FRUSTRATION

- *“It was frustrating when...”*
- *“When that happened, I felt...”*
- *“That reminds me of when I was little and...”*
- *“When I experience that frustrating behavior, what I really want is _____.”
(a different and positive behavior)*

- Yes or no. If no, try again.

- Yes or no. If no, try again.

END WITH 1 MIN. FULL-BODY HUG

RECEIVER

Grant appointment
Make eye contact
Take a few deep breaths in sync

MIRROR

- *“Let me see if I got you. If I did, you said...”*
 - *“Did I get it?” (add or correct)*
 - *“Is there more about that?”*
- “Thanks for sharing that.”*

MIRROR

- *“Let me see if I got you. If I did, you said...”*
 - *“Did I get it?” (add or correct)*
 - *“Is there more about that?”*
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- **Summarize** *“To summarize what I heard you say...”*

VALIDATE

- *“You make sense, and what makes sense is...”*
- *“Is that the validation you need?”*

EMPATHIZE

- *“I can imagine your feel...”*
- *“Did I empathize with you?”*