

FIRST AID KIT

For conversation catastrophes

In case of emergency: Stop talking and breathe

RULES: Speak up for yourself without putting others down.
Listen until the other stops talking then pause before speaking.

SKILLS:

- **Silence** – Listen to and magnify the still small voice in you and in the conversation.
- **Communication** – Problem solving, advice, witnessing, or complaining- match the style to the need.
- **Encouragement** – Name the best in others. Replace criticism with problem solving.

THE NINE ARTS OF HEALTHY CONVERSATIONS™:

Grace, comfort, appreciation, originality, education, awareness, joy, trust, acceptance

DIAGNOSIS AND DESIGN:

I am the problem – I need to let go of my fear, anger, and embarrassment so that I can become more courageous, respectful, and wise.

You are the problem – I need to give you space and respect.

We have a problem -

- Our personalities are clashing – I need to learn about what you need and teach you what I need.
- We have a culture of discouragement – I need to decide whether to leave, stay, or work for change.
- We have a conflict – We need to find a win/win solution.
- Our relationship is being sabotaged – I need to prepare for, interrupt, and minimize sabotage.

GUIDELINES FOR HEALTHY CONFLICT:

Encourage vitality now!

Use “I” statements. Don’t make it worse.

Magnify the quiet voice in yourself and others.

Take time to build consensus.

Listen to each person. Give additional time to people with the most experience and information. Commit to a win/win solution.

TRANSFORMING SABOTAGE

- **Prepare for sabotage:** Identify needed change. Name the group’s goal. Discover life-giving energy.
- **Interrupt sabotage:** Equalize power. Re-frame shock. Intervene with healing truth.
- **Build on strengths:** Maintain a reservoir of strength. Identify achievable goals. Identify your role.

UNLIMITED LIVING:

- Be respectful. Be generous. Be creative.
- Discover what makes you special. Share it with others. Encourage others to do the same.
- Expand your circle of influence. Invest in the process. Magnify the quiet voice within.

THE ENNEAGRAM TYPES IN CONVERSATION:

- The Ones and the One part in us come to a conversation to improve themselves and others and bring grace to a conversation by discovering how we can bring out the best in each other.
- The Twos and the Two part in us come to a conversation to learn how they can take care of others and make the conversation comfortable by developing ways we can help each other thrive.
- The Threes and the Three part in us come to a conversation to achieve their goals and bring appreciation to a conversation by solving problems creatively.
- The Fours and the Four part in us come to a conversation to share their story and bring originality to a conversation by developing reasonable expectations and limits.
- The Fives and the Five part in us come to a conversation to learn or to teach and build a conversation by creating space to activate our inner wisdom.
- The Sixes and the Six part in us come to a conversation to feel a sense of belonging and bring awareness to a conversation by cultivating our collective intelligence.
- The Sevens and the Seven part in us come to a conversation for excitement. They generate new ideas and create synergy with the joy they bring to a conversation.
- The Eights and the Eight part in us come to a conversation to be authentic and build trust by creating a conversation that is safe physically, emotionally, and spiritually.
- The Nines and the Nine part in us come to a conversation to feel connected and build relationships by accepting everyone.

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