

Self-reflection after a difficult conversation can support your personal and relational growth and ability to solve problems peacefully. Identify your **communication strengths** by checking the skills you used during your last difficult conversation. Use unchecked items to set your **communication goals** for next time.

Step 1: Inner Peace

✓ **Self-management** to clarify my story: Did I . . .

- Set an intention to be kind with my self-talk and forgiving of my mistakes?
- Use a strategy to regulate my nervous system after an amygdala hijack?
- Identify my feelings and needs with curiosity?
- Imagine what the other person's feelings and need might be?
- Recognize my unhelpful assumptions, judgments and stories about the other person?
- Consider whether or not I needed to proceed with the conversation?

Step 2: Shared Peace

✓ **Empathic Listening** to learn their story: Did I . . .

- Set an intention to choose a learning mindset (vs. fixing, blaming or winning)?
- Begin the conversation with an objective observation of what happened?
- Give the gift of my attention to understand their perspective before sharing mine?
- Listen to their perspective without interrupting, judging or debating?
- Listen with curiosity, even if I disagreed?
- Attend to the unspoken emotions and needs?
- Ask questions to clarify my understanding?
- Loop back their feelings and needs to confirm my understanding?

✓ **Respectful Speaking** to share my story: Did I . . .

- Set an intention to take responsibility for my emotions and actions?
- Keep my body language open and nonthreatening?
- Use kind words and a calm tone of voice?
- Share my feelings and needs without going on and on?
- Confirm their understanding by requesting they loop back my feelings and needs?

Step 3: Future Peace

✓ **Win-Win Seeking** to create our story. Did we . . .

- Set an intention to seek win-win solutions to meet everyone's needs?
- Use skillful communication until a win-win solution was identified?