

## DEVELOPING NEW HABITS - PURPOSEFUL & INTENTIONAL PRACTICE

### Being Person Directed & Saying “NO” Template:

1. Demonstrate empathy with the request being made
2. Express the (your) need(s) preventing you from saying “yes”
3. Connect with the person indicating your openness to come up with a solution where everyone’s needs are met

### Striving Towards Solutions Where Everyone’s Needs Can Be Met:

- Our GOAL is to help others understand that we are committed to find solutions where everyone’s needs are met
- Our INTENTION is to relate and connect with ourselves and / or others, partner with others until we come up with a solution that works for everyone
- At the need level, there is no need for compromise

### Introducing New Ideas & Feedback:

- The idea must explicitly accept what the person wants and needs. If not drop it!
- The person must heartily agree. If the person does not enthusiastically embrace the idea, drop it!
- The idea must enlist the person’ strengths and energy. If not drop it!

### Unpacking Meaning & Asking Strategic Questions:

- Questions can generate new knowledge and meaning or limit and shut down the conversation.
- Never assume you understand, always check with the person if you “got it” from their perspective
- Ask questions to help you understand someone’s experience, not as a way to influence or change someone else
- Develop an inquiring mind and appreciate that every moment is a learning opportunity.

### Being Person Driven & The Use Of Force:

- We want to separate clearly the Protective and Punitive use of force
- We only use force to protect life and protect individual rights
- We only use force when there is no time for dialogue, partnering or collaboration i.e., imminent danger or unwillingness to communicate
- There are three (3) basic conditions to ensure the use of Protective Force:
  - *Force is only used temporarily to ensure the person’s safety, and nothing else*
  - *Force is only used as long as the person is unsafe. Once the danger has passed, we want to resume partnering with the person as soon as it is safely possible*
  - *Decisions about the use of force are only made based on the presence or absence of concrete & observable behavioral manifestations*

### Critical Questions To Clarify Our Intentions:

There are two key questions Marshall Rosenberg suggests we want to ask and consider to help us clarify our intentions when helping. The first one we usually can answer easily, the second one is critical but much harder for us to figure out:

1. What would we like the other person to do differently?
2. What do we want the reason for the person to do things differently? Do we want them to do something because they have to OR because they want to?