

DISARM: Challenge for the Day:

1. General Challenge:

Today, with every person you meet, seek to validate them in some way. For example:

- Applaud someone for speaking up in a meeting. Even draw them out to listen more by asking them to explain their thoughts further.
- When your spouse talks about their day, tell them it makes sense the way they feel.
- When listening to someone share an idea, openly appreciate their perspective.
- Thank someone for their smile today. Often it is that easy!!!

2. Specific Challenge:

Today teach someone (preferably your One Person To Value this week), the first four steps of PLEDGEtalk: Pause, Listen, Echo, and Disarm. Then start a conversation with them - about anything, and practice the four steps. It's OK to tell them what you are doing. Have fun with it. If they want to try it back with you - all the better!

One extra note: Keep in mind when in everyday conversation the fourth step we call Disarm, is better thought of in terms of Validating - because there is no tension that needs to be Disarmed. We speak of the idea of Disarming when there is a conflict. We Disarm the tension in the relationship by validating the other's perspective by saying something like: "that makes sense."

3. Change Factor: make it fun.

Today, print off the PDF of "PLEDGEtalk Cheat Cards" and place them all over your house or office. This will aid in your learning experience and make it more fun, which also helps us learn. Keep several cheat cards on you as well. Pull them out from now on, whenever you need to be reminded of the steps. Explain the significance of the cards when asked and get everyone to use them! (Secret Information: 98% of the people I talk to in training sessions have never been taught or shown how to process conflict!) So relax, share what you are learning, let them join in the process, and have fun! They will be thankful and you will be a hero! *Having fun is a Change Factor!*

Today's action steps (Summary):

1. Seek to validate in some way every person you interact with today.
2. Teach your One Person To Value the first four principles of PLEDGEtalk; then practice.
3. Print off the PDF of "PLEDGEtalk Cheat Cards." Put them everywhere and have fun!
4. **By today's end fill out your OPV Worksheet!**

See you in tomorrow's video!