

DISARM Challenge for the Day:

1. Today's Challenge:

Important: we speak of the idea of Disarm when there is conflict to resolve. But in conversation where there is no conflict, Disarm, is simply thought of in terms of validating--because there is no tension that needs to be Disarmed. In either case saying things like: *"that makes sense"* OR *"I can see that"* is helpful in the conversation. It makes the person who is speaking feel like what they had to share had value!

Your Challenge: Today, teach or review with your **One Person To Value (OPV)**, 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! You could even ask them to do so, coaching them how to use the steps with you when you are speaking.

*(Remember starting a conversation is as easy as saying: "what are you looking forward to today/this week?" OR "What was the highlight/lowlight of your day or week?")

2. The Change Factor: *make it fun.*

Today, print off the PDF of "PLEDEtalk Cheat Cards" and cut them up. Then 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 with you as well. Pull them out when talking with others to remind you of the steps. Explain the significance of the cards when asked and invite them to use them as well! (Secret Information: 98% of the people I talk to in training sessions have never been taught or shown how to process conflict!) So relax. Tell them what you are learning. Watch them take interest. They will be thankful you shared and join in the fun. *Having fun is a Change Factor!*

Today's action steps (Summary):

1. Teach your One Person To Value the first four principles of PLEDGEtalk; then practice each step, validating them as you go.
2. Print off the PDF of "PLEDEtalk Cheat Cards." Put them everywhere and have fun!
3. By today's end fill out your OPV Worksheet!

See you in tomorrow's video!