

6 Steps to Peace and Connection

WHEN CONFLICT HAPPENS...

PAUSE

1. You have a choice: react and harm each other or Pause.
2. Pause to let your emotions dial down.
3. Before talking again, both parties must shift their mindset to one of valuing the other above themselves.

LISTEN

1. One person chooses to Listen first to the other's perspective.
2. Focus on what is being said, not on preparing what you will say.
3. Goal is to understand the other's perspective and heart.
4. Dodge harsh words and tones. Listen for the underlying message.
5. This person also completes the next two steps (Echo & Disarm) before giving their own perspective.

ECHO

1. Listener continues by Echoing back what was heard.
2. Listener asks if they heard correctly. If not, go back to Listen.
3. This step slows down the interaction.
4. It helps ensure that each person listens well.

DISARM

1. The listener Disarms the tension by validating what was said.
2. Use phrases like: "Your perspective makes sense." "I can understand your viewpoint."

GIVE

1. The listener can Give his/her perspective only after first completing the steps of Pause, Listen, Echo, and Disarm.
2. Roles now switch. The former speaker now listens, echoes and disarms by validating the other's perspective as well.
3. Take turns cycling back through the steps, as needed.

ENGAGE

1. Engage in this process until conflict is resolved or both parties are at a better place to decide an outcome.
2. Practice each of the steps in every day conversation. Don't wait for conflict to use these principles of PLEDGETalk. Each step is indispensable for healthy communication.