

Reset Worksheet

Commitment to Curiosity



Step 1: In order to begin this process, both parties must be committed to resolving the situation. Can you both agree to be curious and vulnerable? When you are curious, it's impossible to be defensive – similar to your inability to sneeze with your eyes open – it can't be done.

Demonstration of Value



Step 2: Start with acknowledgement. What do you both value about each other?

My Story



Step 3: In this step, each person has the opportunity to tell his or her story. The other person can only listen and take notes. Questions and defending are not allowed. It's important to listen for words and tone, as well as read body language. You must accept this story as your colleague's truth.

Apologize



Step 4: Reflect on the insight you now have into the other person's reality and emotions. Whether you agree or not, each of you must accept the other's story and apologize for how you impacted them.

Forgive



Step 5: You must each make a choice to forgive or not. Know that faking it does more harm than good. Offer and request forgiveness for the upset that was caused.

Move Forward



Step 6: What do you need from each other to move forward? Be clear and honest about what you require to feel resolution.

Set Expectations



Step 7: What commitments will each of you make as you move forward? Take what you learned in Step 6 and outline your plan and expectations. Work together to find solutions. Leaving things unresolved will only allow them to creep back up in the future causing reinjury to the mended relationship.

Download the worksheet at bit.ly/reset-framework

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