

THE INTENT/IMPACT SEPARATION MODEL

The Intent and the Impact are *not* the same thing When you've offended someone or you are offended – LISTEN!

One person has an INTENT

Apologize

Listen and Learn

The other person receives an IMPACT

Assume innocence

Give an "I" message and explain the hurt and/or historical context

Present a preferred phrase

Keep learning on your own

Keep any agreements/check that the relationship is back in harmony Keep any agreements/check that the relationship is back in harmony

© 2017 O'Halloran Diversity Productions Do not copy without permission. Full live seminars and online webinars at: <u>www.SusanOHalloran.com</u>