

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

Keep learning on your own

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

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 any agreements/check that
the relationship is back in
harmony