

The ABCs of Verbal Diffusion

A

Acquire Information

B

Boil It Down

C

Collaborate – Generate Alternatives

Some Tips

1. Use "same word" feedback.
2. Validate motives.
3. Clarify motives for anger.
4. Clarify outcome individual is seeking.
5. Suggest possible alternatives.
6. Elicit "two sides" of the person.
7. Reinforce "healthy" side.
8. Express desire "to help and not hurt."
9. Reassure that cooperation can better achieve objective.
10. Establish "contract" for working relationship
11. Help individual develop "a plan" to resolve situation.