

When Someone is Offended by Your Comments

- What I heard you say was that...
 - Tell me more what you meant by...
 - What angered you about...?
 - What hurt you about...?
 - What's familiar about...?
 - What do you need or want from...?
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- ❖ Be patient, listen and don't rush to an apology or solution.
 - ❖ Stay with the relationship & process.
 - ❖ Empathy & sincerity are the gateways to understanding & compassion.

Process with the Group:

- *Tell _____ one thing you **heard**. Use his/her exact words.
- *What did you **appreciate** about what happened?
- *What did you **notice** was the turning point?
- *What **came up** for you in watching this? What's **familiar**?
- *What's **good** and what's **hard** about what happened?
- *What did you learn today about **listening** and **responding**?