

# Communication Continuity

## Caring Enough to Confront

**Objective:** This session will teach you how to clear the air with a person that you have had a conflict with during moments of crisis.

### Learning Points:

- A – Agreement: State a fact

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- I – Impact: Your reason for why things aren't working (fact, opinion or idea)

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- R – Respect: Earn the right to be heard

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- R – Request: The desired outcome

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- What if nothing changes?

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**Questions:**

- Can I determine if I should clear the AIRR with someone?

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- How can I find an agreement to start the confronting conversation?

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- Do I know the impact of the situation?

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- Do I feel equipped to confront in kindness?

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