

A conversation to understand an elephant from one person's perspective

- Establish a sense of connection up front.
- Explain your approach.
- Reinforce connection throughout.
- Confirm where to from here at the end.

Useful questions for the conversation:

- *Tell me from your perspective what happened?*
- *How did that make you feel then? How are you feeling now?*
- *Help me understand what led to that decision/event.*
- *What do you think contributed to the person behaving this way?*
- *What would you have liked them to have done instead? And if they had done that, what would you feel about them and the situation?*
- *What do you think could be the perspectives from the other person?*
- *What else can you see has contributed to the conflict?*

Reflect:

- *What I have heard is you experienced...*
- *And this had you feeling...*
- *You believe that this was caused by...*
- *And to move forward you would like the other person to...*
- *Have I captured that accurately?*
- *In an ideal world, what would you see are the valuable steps to take from here?*
- *How do you feel? What support do you need right now?*
- *What are you comfortable owning yourself right now to do?*