

# The 6 Principles

## Internal Dialogue

### 1. Consideration

*What could be the other person's perspective?*

*Thoughts sound like...*

*I wonder what could have triggered that email?*

*Something is obviously going on that I don't understand.*

*Is she going through some type of personal crisis?*

*Could we have done something else that upset her, and she is just responding to suppressed anger about it now?*

*If she is experiencing some type of problems, how can I let her know that we care?*

*I need to figure out how to fix this for the sake of her daughter, the teacher, and the parent.*

### 2. Motivation

*What do I want to be the outcome?*

*What should be driving me?*

**Positive Motivators**

Versus

**Negative Motivators**

Compassion Persistence  
Dedication Positivity  
Determination Productivity  
Diligence Resolution  
Empathy Service  
Engagement Significance  
Gentleness Solutions  
Goodness Truth  
Grit Wisdom  
Insight  
Joy  
Kindness  
Love  
Patience  
Peace

Anger Power  
Attention Revenge  
Control Selfishness  
Defensiveness Sloth  
Ego Suspicion  
Fear  
Frustration  
Greed  
Guilt  
Hatred  
Ignorance  
Insecurity  
Jealousy  
Manipulation  
Negativity

## Expressed Dialogue

### 3. Appreciation

*What am I grateful for in this situation?*

*Sounds like...*

*Thank you for taking the time to share your concerns with me...*

*I appreciate you setting up this time to talk so that we can find a solution...*

*I am grateful for your time. It means a lot to me...*

*It is helpful to hear what you are feeling. Thank you for telling me...*

*I am grateful that you trust me with your concerns...*

*I appreciate that you have been so open with me about your frustrations...*

### 4. Validation

*How can I make the other person feel respected and heard?*

*Sounds like...*

*I hope you are having a relaxing summer— you deserve it!*

*You did an amazing job. How did you come up with the inspiration to do it?*

*How do you handle all of this at once?*

*This was a huge task to accomplish. What made it the most difficult for you?*

*If it were a perfect world, what would you have changed about this situation?*

*Are you having a tough day? How can I help make it better for you?*

### 5. Conversation

*What needs to be said and heard?*

**Participation:**

*What is your take on this. Do you agree?*

*Do you have anything to add?*

**Hesitation:** Pause. Listen. Reflect.

**Information:**

*Let me tell you what I have learned...*

*Here are the details that I do know...*

**Clarification:** love

*I think you might have a great solution. Would you tell us your idea one more time?*

*Can you explain your vision for the project?*

### 6. Celebration

*How can we express our success at reaching understanding?*

**Examples:**

- A handshake
- A hug
- An email
- A thank you note
- A text
- A follow-up phone call

# The 6 Principles: Written Correspondence

## Internal Dialogue

### 1. Consideration

*What could be the other person's perspective?*

*Thoughts sound like...*

*I wonder what could have triggered that email?  
Something is obviously going on that I don't understand.  
Is she going through some type of personal crisis?  
Could we have done something else that upset her, and she is just responding to suppressed anger about it now?  
If she is experiencing some type of problems, how can I let her know that we care?  
I need to figure out how to fix this for the sake of her daughter, the teacher, and the parent.*

### 2. Motivation

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*Thank you for taking the time to share your concerns with me...  
I appreciate you setting up this time to talk so that we can find a solution...  
I am grateful for your time. It means a lot to me...  
It is helpful to hear what you are feeling. Thank you for telling me...  
I am grateful that you trust me with your concerns...  
I appreciate that you have been so open with me about your frustrations...*

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*Sounds like...*

*I hope you are having a relaxing summer— you deserve it!  
You did an amazing job. How did you come up with the inspiration to do it?  
How do you handle all of this at once?  
This was a huge task to accomplish. What made it the most difficult for you?  
If it were a perfect world, what would you have changed about this situation?  
Are you having a tough day? How can I help make it better for you?*

### 5. Conversation

*Provide information and seek clarification.*

*Share your thoughts, ideas, or information that is...*

Concise  
Clear  
Humble  
Friendly  
Responsive  
Grammatically correct  
Open minded  
Helpful

*Ask clarifying questions when needed.*

*Sounds like...*

*Can you provide some more details about the situation?*

### 6. Celebration

*Use Appreciation & Validation as your closing.*

*Sounds like...*

*Thank you again for all that you do!  
I appreciate you and your help with this.  
I am grateful for your patience.  
Thank you for being such a supportive parent.  
I am grateful for your help— you are a blessing!  
Thank you for raising such a respectful child.  
Your child makes my day brighter, and I am so grateful to have the opportunity to teach him.*