

# CLEAN TALK CONFLICT RESOLUTION

Developed by J. Kevin McHugh, JKM Management Development

## PARTY A

You want to get clear with Party B. Invite the person to sit with you for this purpose.

Think carefully and state clearly as outlined below. Remember that Party B must be able to repeat back everything you say *verbatim*.

Here are my:

### FACTS

“These are the facts, circumstances, and situations as I see it...” (Be clear)

### FEELINGS

“My feelings are, as I experience them..” Examples include: anger, frustration, sadness, joy, sorrow, surprise, disappointment, embarrassment. It’s about emotions.

### JUDGEMENTS

“This makes me think ...” State the opinions, conclusions, thoughts, and reactions you have about the issue.

### WHAT I WANT IS

Explain to “B” what you want. “B” may or may not provide it in this moment. “B” may reverse and become “A”.

CLEAN TALK  
ISSUES CLEARING



PARTY B  
MUST  
LISTEN  
CLOSELY

THEN  
REPEAT  
WHAT  
WAS SAID  
EXACTLY  
AS PARTY  
A SAID IT



## PARTY B

Listen carefully and prepare to state clearly exactly what Party A has said. Repeat the Facts, Feelings, Judgements and Wants *verbatim*. Keep notes if you need to, or ask A to repeat as often as necessary.

Let me see if I understand you accurately. Your . . .

### FACTS

These are the facts, circumstances, and situations as you see them. (Be clear)

### FEELINGS

“You are feeling...” Repeat the feelings expressed by “A”

### JUDGEMENTS

“In your judgement...” Repeat the opinions, conclusions, thoughts, and reactions of “A”

### WHAT I WANT IS

State the response, reaction, and action “A” would like to see. THEN ASK:

1. IS THERE MORE?
2. ARE YOU CLEAN WITH THIS?
3. REPEAT UNTIL CLEAN

**JONATHAN SLAIN**

The Governor ☎ 216-870-4219  
Jonathan@AutobahnConsultants.com

