

# Relational repair

## What is it?

- Reflective time out: Are we okay? Was there a bump? Acknowledge the breach if there was one (empathy PEARL)
- Affirm the importance of the relationship (partnership PEARL)
- Inquire about the impact (open honest question) and then reflect back your understanding (reflective listening)
- Propose a follow-up action

## What is it used for/ Purpose?

- When discussing identities or comparing opinions, relational disruptions can easily occur. People may not understand each other or may not recognize the impact of their words. They may presume that differences are accompanied by judgment or criticisms, or judgments and criticisms may actually be present.
- Relational repair acknowledges the disruption and seeks to re-establish connection and trust.

# Offering feedback: Distinguishing intent and impact

- Feedback is essential for learning about each other and honing our skills.
- The objective is to provide feedback while staying connected and minimizing defensiveness so the message can get through..
- When you say or do something, only you can know your intentions, but....
- Only I can know the impact of your words or actions on me.
- We can avoid a lot of trouble if we stick to describing the impact on ourselves without making attributions or assumptions about the other person's intention.

“Because I care about having a good working relationship with you, I want to clear up something that didn't land well for me. This may not have been what you were intending, but when you said ‘\_\_\_\_\_’ the effect it had on me was ‘\_\_\_\_\_’.”