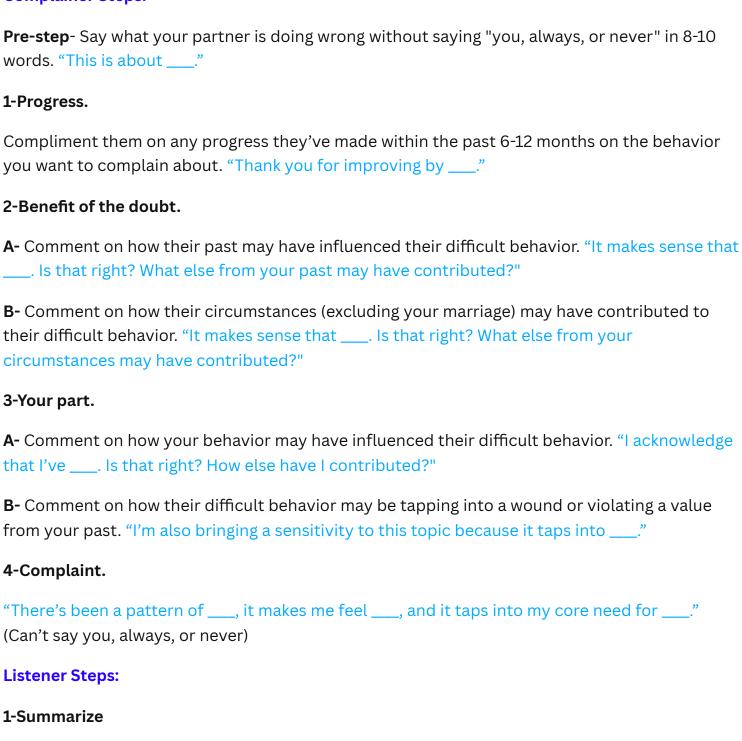
## The Reunite Tool

## **Complainer Steps:**



**A-** Summarize their complaint "So you feel there's been a pattern of \_\_\_ and it makes you feel \_\_\_ and it taps into your core need for \_\_\_\_, is that right?"

B- Apply the 50% rule by thinking about what part of the complaint you're guilty of.

## 2-Ownership

"I own I have a tendency to \_\_\_." (allow for a moment of silence so it feels more genuine)

3-Empathy

"I can see how my tendency to \_\_\_ would make you feel \_\_\_." (allow for a moment of silence so it feels more genuine)

4-Apology

"I'm sorry for how my tendency to \_\_\_ makes you feel \_\_\_." (allow for a moment of silence so it feels more genuine)

5-Make Amends

Think about changes you can make moving forward on the part you're owning that would also

work for you. "Moving forward, how about I \_\_\_\_. What do you think? What else would you

appreciate?"