

YEAR OF VALUES

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# R.E.S.P.E.C.T.

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PROVOCATION NO. 2



*Never*

look down on anybody  
unless you are helping  
him up

– Jesse Jackson –

# DISAGREEMENTS CAN QUICKLY BECOME STICKY SITUATIONS.

Because we bring unique thoughts,  
opinions, values, and motivations  
to every situation, conflicts are  
inevitable when we engage  
with others.

If not handled well, disagreements  
can tear relationships  
and companies apart.

HOWEVER,  
DISAGREEMENTS CAN ALSO  
LEAD US TO GREATNESS.

*Because...*

when we engage with  
disagreement respectfully, we  
can have more productive  
discussions, collaborate in  
more meaningful ways, and  
uncover new, better paths  
forward.

Easier said than done, right?

But when we  
disagree disrespectfully,  
we're likely to experience  
hurt feelings and eroded trust.  
When this happens, we let the  
bad get in the way of a good  
solution.

(And we're better than that!)

Respectful disagreement doesn't  
always come naturally,  
so it's helpful to know  
a few simple steps you can  
take to make disagreements  
productive.

# *1. Calm Yourself.*

Feeling triggered?  
Take a deep breath to center  
yourself. Nothing good will  
come of responding without  
a filter.



## 2. Assume positive intent.

Before you start judging the situation or person, assume you're both coming from well-intentioned places and that better communication will clear things up.

### 3. *Seek to understand.*

Ask a clarifying question or two to ensure understanding.

Something like, "I want to understand where you're coming from. Tell me more."  
can do wonders.

## 4. *Stick to the facts.*

A respectful – not to mention compelling – disagreement is one that prioritizes logic over your emotions about the situation.

## 5. *Reiterate your shared goal.*

By emphasizing the common goal or solution you need to find, you can gain realignment to move you forward together.

It's about finding a solution, not about being "right."

## 6. Build bridges.

- Thank those who respectfully disagree with you for caring enough to engage in an issue.
- Be a coach. When someone is struggling to be respectful, use these tips to help get them back on track. Together, we practice becoming better!