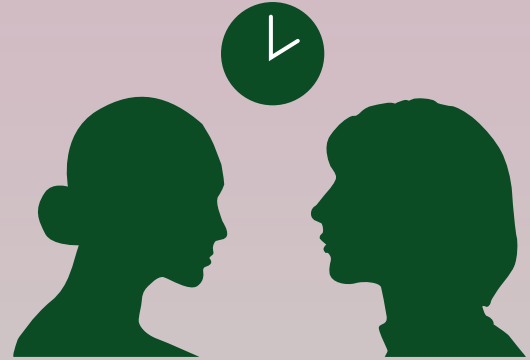


# 4 Steps for Resolving a Misunderstanding

## Pause.

When you're emotionally affected by something someone said or did, pause and breathe to calm your emotions and engage your logic.

1



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2

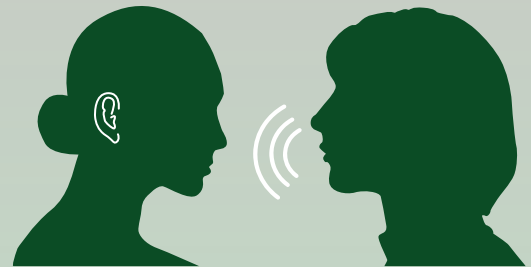
## Ask.

Get curious about the other person's intentions by asking them about what happened. For example, "What did you mean when you said . . . ?"

## Listen.

Listen to their response to gather facts and seek clarification.

3



☁️

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4

## Describe.

Describe the effect their actions had on you. For example:

- "I thought you were ignoring me."
- "I thought you were saying I was lazy."