INTERNATIONAL DAY OF LISTENING: HEALING RELATIONSHIPS THROUGH BETTER LISTENING

EVENT PLANNING GUIDE

Listening to Heal Relationships

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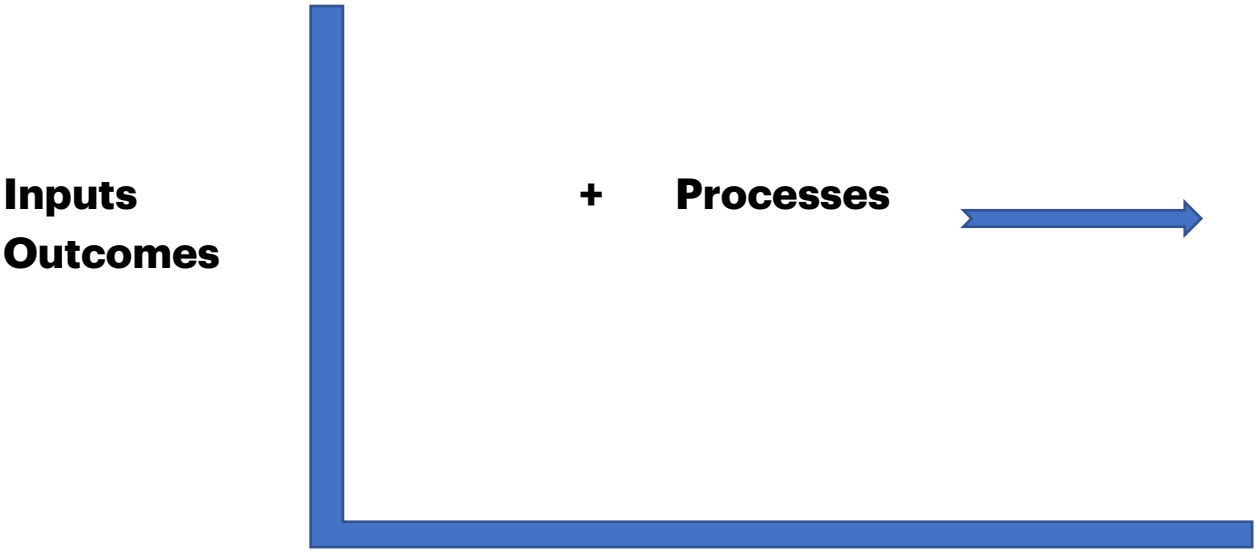
The need for healing and putting things back together again is felt around the globe. In addition to a virus, divisiveness is challenging individuals, families, circles of friends, and work teams. How can we bridge the gaps that have opened and how can we bring about healing?

This year's IDL will focus on what and how listening can contribute to bringing about the healing. We can be part of the medicine that can offer relief - for us and for those around us.

Goal(s): *What would you want to achieve or to demonstrate? What is the expected take-away for participants? Set a realistic goal.*	
Participants: *Who will be participating? Are there people who should not be participants?*	
Problem: *What is the problem to be solved? If there is more than one problem, prioritize the problems and start with the most significant or the one that you may have the most success in addressing. You may not be able to fix all of the problems in one session.*	
Rules of Engagement: *What rules or communication practices need to be in effect? It might be more effective to to co-create these rules with the other participants prior to holding the conversation.*	
Time: *How much time needs to be set aside for this conversation?*	
Preparation and Materials: *What needs to be done prior to the conversation? Are there any materials that would be helpful?*	
Getting Started: *How will you invite people to participate? How will you set a purpose that motivates people and ensures that everyone feels engaged and heard?*	
Looking Back: *Following your conversation, take a look back at the interaction. What worked as expected? What else came up? Where do you go from here?* *You may need to plan the next interaction — start at the top of this planning guide and plan the next conversation. It make take several conversations to heal the relationship, especially if the negative aspects of the conversation have been going on for a while. These may become the expected or predictable behaviors.*	

Use the Following Diagram and Information as a Tool to Assist During Event



Outcomes

1. Begin with the end in mind. Make sure your goal is to solve a problem and improve the relationship, not win the argument.
2. What is the issue? There may be multiple issues to resolve. If so, make a list. Start with the "big" one, or start with one that you are likely to have success in resolving, or start with the one that seems to cause some of the other issues.
3. Stay focused on this issue. Don't bring up other problems during this conversation
4. What is the conflict about? According to the book ***Crucial Conversations***, all conflicts—whether in personal relationships or between countries is about one (or both) of these issues: Who's in charge, and how much do you love me?
5. What would be the best-case outcome for this issue and for the relationship?
6. How likely is this to happen? (Would it be better to discontinue the relationship or to take a break?)

Inputs

1. Who is involved?
2. Who needs to be involved?
3. Who should not be involved?
4. Describe the history of this relationship. What has gone on in the past?
5. Is this about status? (Is it a competition to see who is in charge or how much "you love me"?)

Processes

1. The processes are what happens when you engage in the conversation. Processes can be planned or unplanned. Planned processes can help you stay on task.
2. Setting some guidelines or "rules for engagement" can be very beneficial.
3. What goes wrong when you try to have a conversation about this relationship?
4. Part of the process, then, would be to negotiate rules and have those involved sign a pledge to follow the rules. You might consider having an outsider be a referee of sorts to stop bad behavior or rule breaking.
5. It might be necessary to call a time out if participants start to lose control. If so, take a break, calm down, determine how you can move forward. (Fight to solve the problem, not to win.)

Conflict Exists in Two Types of Systems

Conflict that exists in a "closed" system.

In a closed system there are limited resources, such as money, time, and space. In a conflict over money, if one person gets more money, there isn't as much for someone else, so the money either needs to be shared, or else "married" to another closed system. For example, if you work more time (a closed system), you probably get more money (also a closed system). Or, I'll take the kids to soccer practice, if you'll fix dinner. Or I'll do this job if you do that job.

Conflict that exists in an "open" system.

In an open system, there is no limit on the resource, such as respect, love, and consideration. If you give someone respect, that doesn't mean you have none left for anyone else. Likewise, there aren't limitations on love, but there are limitations on resources such as time and money that often are associated with love. When you have a second child, you don't have half as much love to give (open system), but your time and money are limited (closed systems).