

RESPONDING TO CHALLENGING BEHAVIOR WITH DIGNITY

What do you think you need to do to make things right?

How could things have been done differently?



Who has been affected by your actions?
In what way?



Who have you thought about since?

What were thinking of at the time?

What happened?



DIGNITY PHRASES

Disagree Better

I'm curious.
Please tell me more.

Wow! I think differently. Help me understand your point of view.

I want to hear and understand what you think?

Thank you for talking with me. Many people won't talk to one another when they disagree.

I need to think about that.

Let's find something that we agree on and build on what we have in common.

How do you think we fix this?

If we talk long enough, we're going to find out we share some values.

Adapted from The Dignity Index

Dignity Peace Path



Shake hands and leave in peace.



From now on, I will...

From now on, I will...

I will...

Thank you

I need

What can I do to make it right?

Thank you

I will...

I need...

What can I do to make it right?

I hear that you feel ___ when...

I feel ___ when..

I hear that you feel ___ when...

I feel ___ when...

What happened for me was...

What happened for me was...

Star goes first in each step.