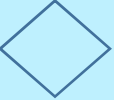

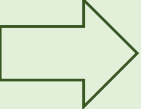
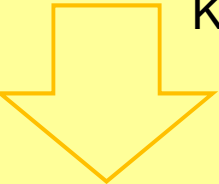


# from **REACTION** to **ACTION**

<b>REACTION</b>	<b>ACTION</b>
<p>... is EMOTIONAL</p> <p>... is based on UNTESTED ASSUMPTIONS</p> <p>... generates MORE REACTIONS</p> <p>... is not productive (and may be <i>destructive</i>)</p> <p>... often does <b>NOT</b> lead to positive <i>solucions</i></p>	<p>... is THOUGHTFUL</p> <p>... requires keeping an OPEN MIND</p> <p>... engages others</p> <p>... es CREATIVE</p> <p>... leads to <b>SOLUTIONS</b></p>



What are the basic strategies?	Key points to remember...
 Ask Questions	Ask with <b>curiosity</b> – don't assume that you already know the answer
 Reflect	What is important to me? Is this part of a larger problem (pattern, system)? Who should I speak to first?
 Engage Others	<ul style="list-style-type: none"> <li>• Start close to the situation, work your way up and out as needed</li> <li>• How should I open this conversation?</li> <li>• Assume positive intent</li> <li>• Look for common ground</li> <li>• Approach others as potential partners</li> </ul>
 Keep an OPEN MIND	...About other people ...About what the "problem" is ...About what the solution (or solutions) might be