Frustration Dialogue Guide
Appendix C

Frustrations, concerns, challenges, and other difficulties are inevitable. This *Dialogue Guide* helps you create a safe space to discuss difficult topics in a way that's free of negativity and focused on productive solutions. The prompts listed below will first direct the sender to share an appreciation (as an initial connecting activity) and then direct the sender to describe the frustration or challenge they're experiencing, followed by their proposed solution, wish, or request.

Note: It's essential to practice Zero Negativity and share your frustration objectively. For more information, refer to our Zero Negativity (REFRAME) tips on page 16.

Instructions: Follow the prompts exactly as they are listed below.

The person initiating the conversation and sharing the frustration will follow all the **orange bubble** prompts aligned to the left labeled **Sender**.

The person listening, mirroring, summarizing, validating, and empathizing will follow all the **blue bubble** prompts aligned to the right labeled **Receiver.**

1 - MAKE AN APPOINTMENT

Is now a good time to talk about a frustration/challenge I am experiencing?

Sender

Yes, it is.

Receiver

Connect Non-Verbally:
Make eye contact and take a breath before beginning the dialogue.

SCDWed.

Quantum Connections™

2 - SHARE & MIRROR

Begin with Appreciation

Sender:
> *First, I'd like to share an appreciation with you.*
>
> *I appreciate that you ___.*

Receiver:
If you get overloaded at any point in the dialogue, raise your hand and say:
"Let me try to mirror you back so far."

Mirrors and Checks for Accuracy

Receiver:
> *If I got that, you appreciate that I ___.*
>
> *Did I get it?*

Verifies Accuracy

Sender:
> *Yes, you got it.*
>
> *- or -*
>
> *The part you got was ___, and I also said ___.*

Receiver:
Continue to mirror the sender until the sender confirms you *"got it."*

Receiver:
> *Thank you for sharing your appreciation.*

Sender:
> *Thanks for receiving it.*

Shares Frustration

Sender:
> *Now, I'd like to discuss a frustration/challenge I'm experiencing. That frustration/challenge is ___.*

Quantum Connections™

Mirrors and Checks for Accuracy

If I got that, the frustration/challenge you're experiencing is ___. Did I get it?

Receiver

Verifies Accuracy

Yes, you got it.

- or -

The part you got was ___, and I also said ___.

Sender

Receiver:

Continue to mirror the sender until the sender confirms you *"got it."*

Is there more about that frustration/challenge?

Receiver

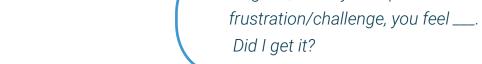**Shares Feelings/Impact**

Yes, the more is when I experience this frustration/challenge, I feel ___.

Sender

Mirrors and Checks for Accuracy

If I got it, when you experience this frustration/challenge, you feel ___. Did I get it?

Receiver

Verifies Accuracy

Yes, you got it.

- or -

The part you got was ___, and I also said ___.

Sender

Shows Curiosity

Is there more?

Receiver

C3

Quantum Connections™

Connects Current Frustration to Past Experience

Yes, when I feel ___, it reminds me of ___ (past experience).

Sender

Mirrors and Checks for Accuracy

If I got it, it reminds you of ___.
Did I get it?

Receiver

Verifies Accuracy

Yes, you got it.
- or -
The part you got was ___, and I also said ___.

Sender

Shows Curiosity

Is there more?

Receiver

Shares Wish/Request/Solution

I'd like to share my wish/request/solution,
which is ___.

Sender

Mirrors and Checks for Accuracy

If I got it, your wish/request/solution is ___.
Did I get it?

Receiver

Verifies Accuracy

Yes, you got it.
- or -
The part you got was ___, and I also said ___.

Sender

Shows Curiosity

Is there more?

Receiver

Receiver:
Continue to mirror the sender until the sender confirms there is
"no more."

Quantum
Connections™

3 - SUMMARIZE

Summarizes

Let me see if I got it all.
The frustration/challenge you are experiencing is ___.
It makes you feel ___, and it reminds you of ___ (past experience).
You shared a wish/request/solution, which is ___.

Receiver

Checks for Accuracy

Is that a good summary? Did I get it all?

Receiver

Verifies Accuracy

Yes, you got it.
- or -
The part you got was ___, and I also said ___.

Sender

Receiver:
Continue to mirror the sender if a part was missed.

4 - VALIDATE

Validates

Well, that makes sense! It makes sense that the frustration/challenge you're experiencing makes you feel ___ because it reminds you of ___.

Receiver

Checks for Accuracy

I want to validate you. Is that a good validation?

Receiver

Verifies Accuracy

Yes, that's a good validation.

Sender

Quantum Connections™

5 - EMPATHIZE

Empathizes

*If you/we address this frustration/challenge by doing ___,
I imagine you would feel ___ (relieved, happy, less anxious, etc).*

Receiver

Checks for Accuracy

*Am I getting it?
Is there more about how you'd feel?*

Receiver

Verifies Accuracy

*Yes.
- or -
Yes, I'd also feel.*

Sender

Receiver:
Continue to mirror the sender if additional feelings are shared.

6 - CLOSE

*Thank you for sharing the frustration/challenge
and your wish/request/solution with me.*

Receiver

Thank you for listening.

Sender

If appropriate, discuss the next steps. See the next page for instructions.

If there are no next steps to discuss, conclude the dialogue with a
handshake, high five, or other connecting activity.

Quantum
Connections™

OPTIONAL- DISCUSS NEXT STEPS

> *Would now be a good time to discuss our next steps?*
>
> **Sender**

> *Yes, now is a good time.*
>
> **Receiver**

Receiver:
If now is NOT a good time, make an appointment with the sender to discuss next steps later.

Sender and Receiver:
As you discuss the next steps, mirror each other using the mirroring sentence stems (*If I got that, you said ___. Did I get it? Is there more?*).

After you've finished discussing the next steps, give each other a handshake, high five, or other connecting activity to conclude the dialogue.

Quantum Connections™