

Antidotes

TOXIN	POSSIBLE ANTIDOTES
Blaming/ Criticism	<p>Skillful feedback (e.g., situation, behavior, impact, request)</p> <p>Feed forward (tips/advice for next time)</p> <p>Soft start-up (first connect, then raise the issue)</p> <p>Genuine curiosity</p> <p>Use I-language rather than you-language</p>
Defensiveness	<p>Genuine curiosity</p> <p>2 percent truth (If some of it were true, what could it be?)</p>
Stonewalling	<p>You are a voice of the system—speak up!</p> <p>Transparency</p> <p>Get mediation</p>
Contempt	<p>Skillful feedback (situation, behavior, impact, request)</p> <p>Practice respectful communication</p> <p>Personal development (as contempt is also toxic for yourself, it makes you sick)</p>