

# EXERCISE - DISAGREEMENT

**Objective:** To defuse tensions by shifting the focus from ego to problem-solving, through the implementation of a **15-minute pause protocol** and a strategic refocusing phrase.

## STEP 1 - AUTOPSY OF THE REACTION

Think back to your last significant disagreement.

**The Trigger:** What exactly was said or done? (The raw fact).

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**Internal Reaction:** Were you passive (did you keep your frustration) or aggressive (did you attack)?

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**Lack of Transparency:** Looking back, what did you not dare to say at that moment for fear of the other person's reaction?

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## STEP 2 - REFRAMING "US VERSUS THE PROBLEM"

Take that same conflict and rewrite history using the lateral vision method.

**Define the Problem (Without mentioning the person):** "The problem is that..." (Ex: the problem is the lack of a validation process before going online).

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**Identify the Common Goal:** What do you both want? (Ex: to deliver a perfect product to the customer).

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**The Opening Script:** Write a sentence to restart the discussion in an ethical manner.

**Example:** "I want this project to be a success as much as you do. Right now, I feel that our working method is creating friction. How can I help you adjust this so that we are both proud of the result?"

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## STEP 3 - YOUR "BREAK PROTOCOL"

Because emotion makes us forget our good resolutions, you must decide on your protocol before the next crisis.

1. **The Physical Signal:** How do you know when you are going to "explode" or "shut down"? (Heat in the face, clenched jaw, urge to leave?).
2. **Your Exit Phrase:** Write a short and transparent sentence to ask for a break without offending the other person.
3. **Example:** "I value our relationship too much to discuss this in the heat of the moment. Let's give ourselves an hour and talk about it calmly."

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