

REV - Process

Whenever a **CONFLICT** is brought to your attention, utilize REV before doing anything else.

1. R - Reflective listening: I hear you saying.....
E - Show Empathy: I can imagine you feeling.....
V - Validate perspective: I can see you thinking that way;
I validate your perspective
"You're right" (their perspective is right for them)

2. The person receiving REV says: Thank you for using REV
I appreciate you validating my perspective/opinion.

3. Then share your narrative and perspective

4. Then the person listening should repeat the above 1 - 2

5. Then come to some consensus about the conflict or decision.