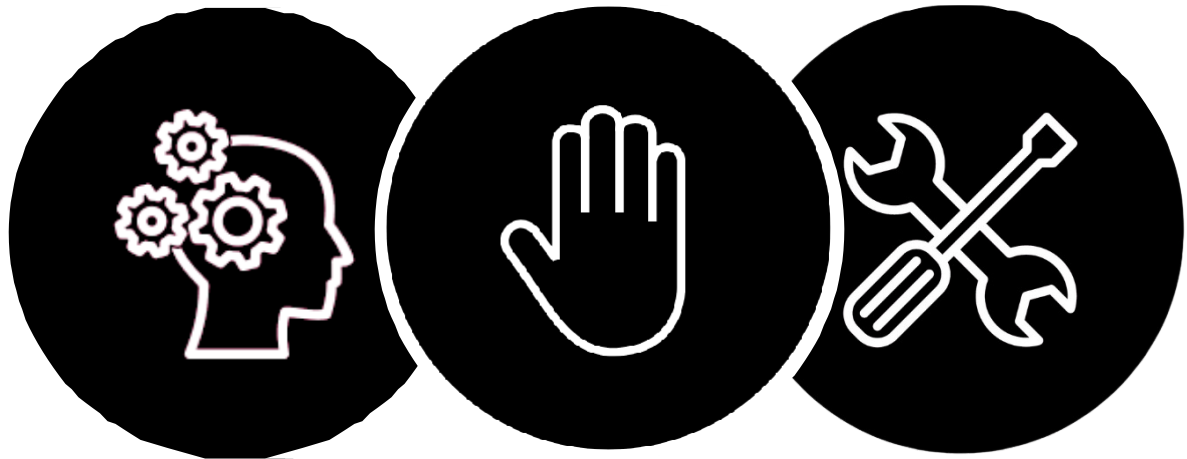




COMPASSIONATE DIALOGUE®



USING THE RIR PROTOCOL™

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The RIR Protocol™ was designed to help individuals and teams improve communication skills and effectively address conflict. RIR stands for Recognize, Interrupt, and Repair. Together, these three steps provide a process for creating clarity, compassion, and accountability in our group dynamics.

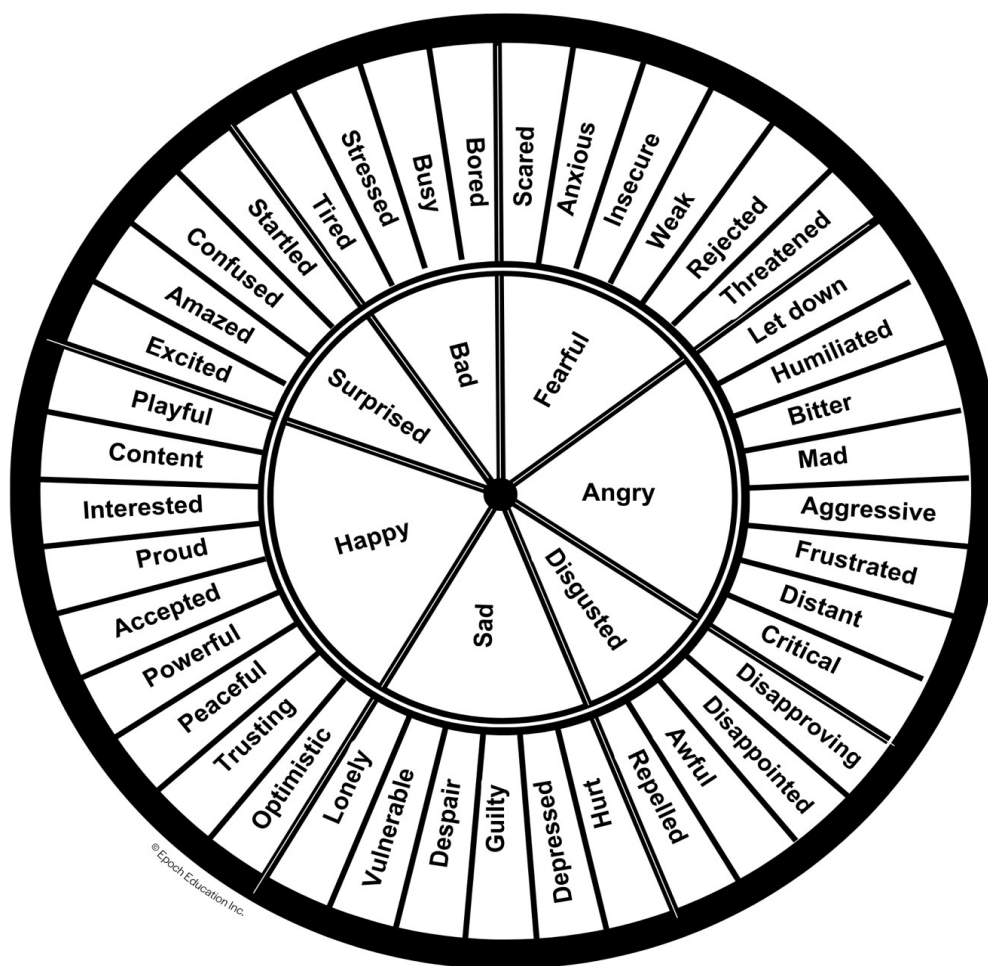


RECOGNIZE IT (Self-Regulate)

We are more equipped to effectively address an issue when we recognize what we think, feel, and believe about it first. Slowing down and asking ourselves a few questions can empower us to thoughtfully choose our response instead of being driven by our knee-jerk reactions.

Observe:

- How is my body reacting?
- What emotions do I feel? (You can use the Emotion Wheel as a reference)
- How do I behave when I feel this way?
- What is my initial story about this situation?
- What information or perspective might I be missing?



EMOTION WHEEL



INTERRUPT IT (Dig Deeper)

Once we are regulated, we can engage in a way that creates open, honest dialogue by sharing our perspective and making space to listen to what is happening for the other people involved.

Approaches:

- Honor the reality of your experiences.
- Acknowledge the humanity of the person you are engaging with.
- Address the *behavior* instead of labeling the *person*.
- Look beyond the surface conflict for the root cause of the issue.

Strategies:

1. Ask a question to understand the intent, experience, or perspective:
 - "Tell me more about that. I want to understand."
 - "What does that mean to you? How have you come to think that?"
 - "I heard you say _____ (paraphrase their comments). Is that correct?"
 - "What has been your experience with _____?"
 - "It sounds like you're frustrated/nervous/angry...What is causing that reaction?"
 - "I don't understand. Why is that funny?"
 - "What are you trying to say/ask right now?"
2. Share the impact, another experience, or perspective:
 - "What you said felt _____ to me and I'd like to talk about it."
 - "I need us to pause for a moment..."
 - "How do you think that comment would make someone feel?"
 - "How would you feel if someone said that to you?"
 - "I've had a different experience with _____."
 - "I noticed that you _____. I used to do/say that too, and I learned _____."
 - "Actually, that is a stereotype..."



REPAIR IT (Stay Engaged)

The objective is to come up with actionable steps that invite connection and inclusion, keep the issue on the table until it is resolved, and create sustainable change.

Take Personal Responsibility:

- Practice self-regulation
- Challenge your own biases and preconceptions
- Engage in your own learning
- Address your own dialogue diversions

Re-Connect and Create Accountability:

- Clarify expectations and next steps (interaction boundaries, RIR practice, policy compliance)
- Create a timeline/process for checking back in
- Look for progress
- Decide if anyone else needs to be involved to support the repair

PRACTICE THE RIR PROTOCOL™:

Identify a personal and/or professional situation and work it through the steps of the RIR Protocol™.

RECOGNIZE IT

- How is my body reacting?
- What emotions do I feel? (You can use the Emotion Wheel as a reference)
- How do I behave when I feel this way?
- What is my initial story about this situation?
- What information or perspective might I be missing?

Personal:

Professional:

INTERRUPT IT

- What questions will I ask?
- What perspective or impact will I share?

Personal:

Professional:

REPAIR IT

- What is my responsibility in resolving the issue?
- What expectations will I hold others accountable to?

Personal:

Professional: