

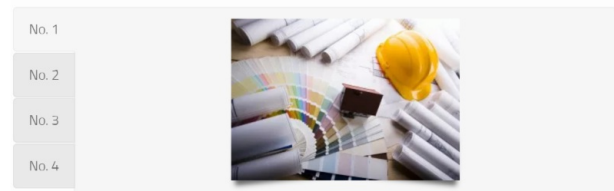


# Unconditional Positive Regard in Tough Moments

Want some more tips and tools? Sinikka Waugh has some tried-and-true best practices and advice on Change -- head on over to her [latest blog](#) and check it out!

## 4 Easy and Tactical Approaches to Inspire Change

Sometimes we have to motivate the people around us to change. Maybe there's a behavior that needs to stop (or start). Maybe together we need to embark on a new journey. Could be something minor, could be something pretty significant. Either way, we do others a disservice when we assume that everyone will respond to a given change the same way. It's not reasonable to assume that you'll respond to a change the same way I would. Nor is it reasonable to assume that I'll respond to a change the same way as the person standing next to me. Here are four simple techniques that might help different people navigate through change.



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## Demonstrating UPR During Tough Moments

If you saw last week's message, you might remember the importance of making it safe during tough moments. If you were wondering "what's next," you're in luck! After you've made it safe, we also have to make sure to show unconditional positive regard (UPR) during those conversations. Here are 5 things to remember to help you show UPR during those tough times.

### Missed last week's message?

Learn how to put safety first during difficult conversations [HERE](#).



Thank you to those who served and sacrificed in the armed forces, and to your loved ones left behind. We are thinking of you, and we appreciate you.

### 1. Everyone has value and worth

Showing UPR doesn't mean we have to like the other person. It doesn't mean we have to look the same or want the same things. It doesn't even mean we have to agree with their behavior or opinion. UPR simply means we have to recognize that the person we are working with is valuable. In these difficult moments, we have to show people that we value them, the work they do, and what they bring to the table.

### 2. Make up a good story

Because it can be hard to understand another person's story or their thought process, we will naturally fill in some of the gaps ourselves. When we get cut off in traffic, we tend to jump to conclusions. We get angry and frustrated with the other driver, when we can't be sure of what is really going on in their car or life. Maybe the other driver is on their way to the hospital because their wife is having a baby. Of course we're inclined to assume they're a bad driver with rude intentions, but if we make up a good story to explain their actions, we can



avoid some of the anger and frustration. When going in to difficult situations, from getting cutoff in traffic to addressing an employee's poor behavior at work, it will help to make up a good story about what might be causing their behavior. This helps us avoid jumping to conclusions and ensures we are able to show them UPR.

### 3. Separate the behavior from the person

We tend to assume that how a person acts is who they are -- which is unfortunate if we catch them on a bad day. Think of a time you blew up at someone or behaved poorly. Is that really who you are? Is that how you want people to see and know you, all the time? Probably not. So don't make that same mistake for others. This can be especially dangerous when we get into the tough moments. Associating a person closely with their poor behavior impacts your ability to show them UPR, and likely lessens the productivity of the conversation. When you find yourself in a tough moment, remember that a person's behavior is temporary, but their value and character are permanent.



### 4. Think about when you were in the same spot

With tough moments all around, it is highly likely we can all think back to a time when the roles were reversed, and one of those moments didn't go very well. Did the person you were working with show UPR? If they had, would you have been able to work through the situation any better? Remembering a time when you were in a tough spot, or when UPR was missing, will help you demonstrate UPR.

### 5. Assigning blame is not the point

Much like it is important to remember that everyone has value, you also have to remember that the purpose of the conversation is not to point fingers or assign blame. Doing so is not productive and will only make matters worse. Instead of blaming the other person, try to move on and focus on resolving the issue at hand with the future in mind. How will you expect next time to be different?

## Together Rising

During the past three years Together Rising has raised over \$4 million to help people in need, connected thousands of individuals & sponsored hundreds of families through our Holiday Hands outreach, and renovated two special needs schools through a collaborative giving program with Microsoft.

## Upcoming Webinar...

[How to Lead Change from the C-Suite](#)

July 7 @ 10a

## Upcoming Workshop...

[Navigating through Tough Moments](#)

Thursday, June 22 @ 11:30a

Des Moines, IA

Have a great weekend and Memorial Day from Sinikka and the YCNS Team!