Steps for Building Resilience When Working With Neighbors

1. Prepare for the conversation by reminding yourself of your Resilience Resources below.

2. Remind yourself of the boundaries you have set for how you can help.

3. Make sure you have enough time to Actively Listen to the neighbor’s concern.

4. Practice Active Listening VECS:
   - Validate by restating in neutral terms what you heard the person say.
   - Empathize with their feelings:
     “This situation is very frustrating for you…”
     “So, you are worried about…”
   - Clarify anything you don’t understand using open-ended questions.
   - Summarize your understanding.

5. Explore what’s really important about this to the neighbor (their Motivating Need).
   Ask: What most concerns you about this?
   What is at the heart/crux of this for you?

6. Restate their Motivating Need in positive terms.
   - “So this is really a matter of privacy for you.”
   - “You are concerned about being able to trust the other neighbor.”
   - “You are concerned for your children’s safety”
   - “You would like to have your perspective and needs considered.”

7. State how you or others might be able to help.
   - “Here’s what I can do as Neighborhood Chair.”
   - “Here is a resource that might help…”
   - “Here’s the process we use at this neighborhood association…”
   - For neighborhood issues: “I recommend that you talk to a mediator at Community Mediation Services...360-334-5862”

GROUNDING
Be present. Feel my feet on the ground.

TRACKING
Pay attention to my sensations

MY RESOURCES: