



3 Roadblocks to Forward Progress

What we do . . . until we get a grip!

1. **RESISTANCE** (*I don't wanna*)
 2. **RESENTMENT** (*I'm not gonna*)
 3. **RETALIATION** (*You can't make me*)
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3 Steps to Breakthrough!

What we can do . . . when we get a grip!

1. **ACCEPT** (*"It happened" – Recognition*)
 2. **AGREE** (*"It's over" – Repentance*)
 3. **ACT** (*"It's OK now – Forgiveness, Gratitude, Conciliation*)
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Four Rules

to master every situation and relationship

1. **Show Up** (*90% of success*)
2. **Pay Attention**
3. **Share the Truth**
4. **Let Go of the Outcome** (*usually the toughest step*)