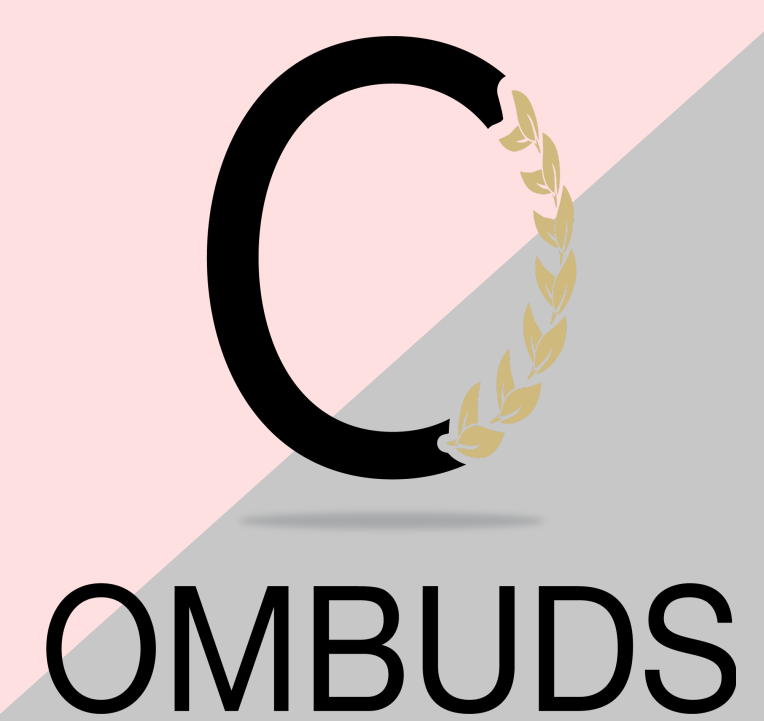


Intention vs Impact

The impact you have on others is more important than your intention.



If your impact is far from what you intended, it is your responsibility to learn why and how to adjust your behavior so the impact of your words and behaviors come closer to your intention.



WHAT NOT TO DO

Do not relinquish responsibility for the impact through common, problematic sentiments:

- "That's not what I meant. They need to be less sensitive."
- "I would never say something to hurt someone. They should know that about me."

Resist the urge to:

- ~~Justify your behavior or words~~
- ~~Explain yourself~~
- ~~Convince the other person of what you really meant~~

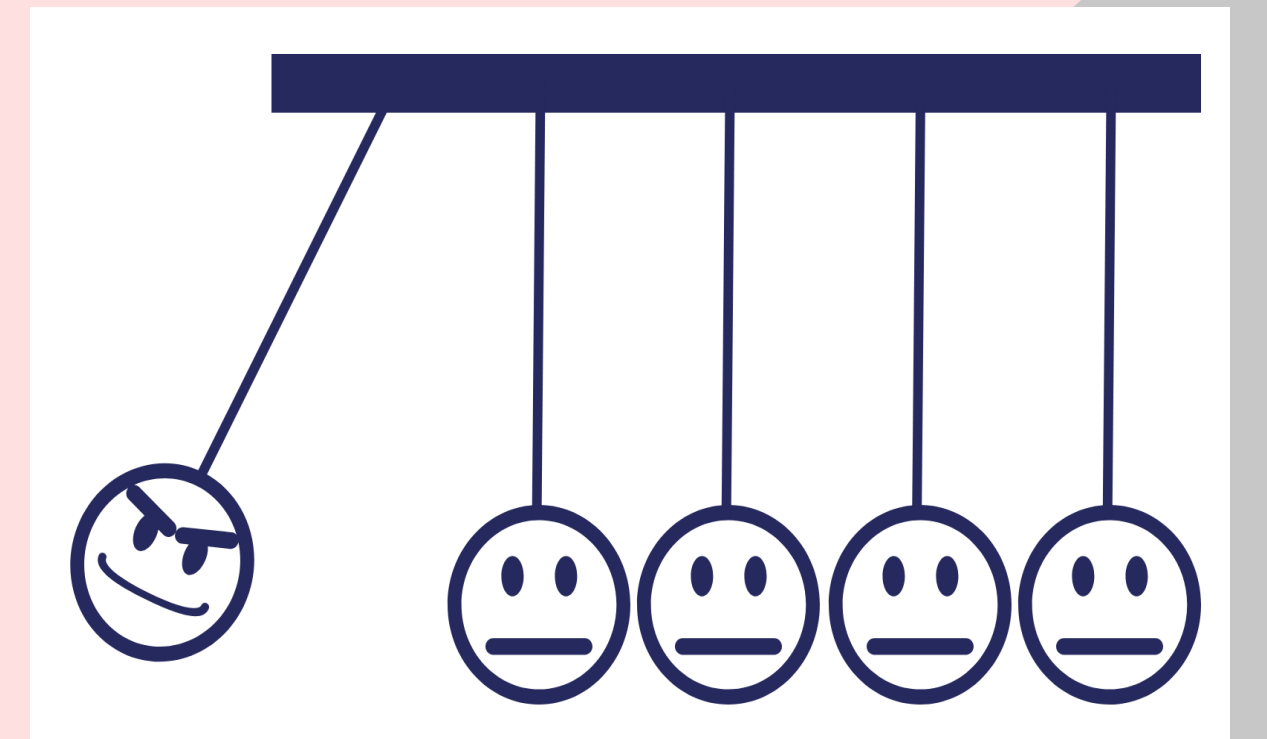
YOUR RESPONSIBILITIES

- 1 Pay attention to verbal and non-verbal cues**
 - Change in tone of voice · Huffing · Eye rolling · Body turned away · Short responses or silences · Change in facial expressions · Looking around the room
- 2 Check in using STATE skills or non-violent communication**
 - State what was said and done and the cues you observed · List what you are wondering or worried about · Ask a curious question
- 3 Listen for understanding**
 - "Tell me more about that." · "I haven't thought of things that way before, can you say more?" · "Are there other examples you can share?" · "I appreciate hearing this."
- 4 Make changes - adjust your behavior**
 - Changing the way you do something does not have to change your 'identity' or 'who you are.'

Intention vs Impact

WHAT IS YOUR 'TRUE' INTENTION

For more context, check out [this blog post](#).

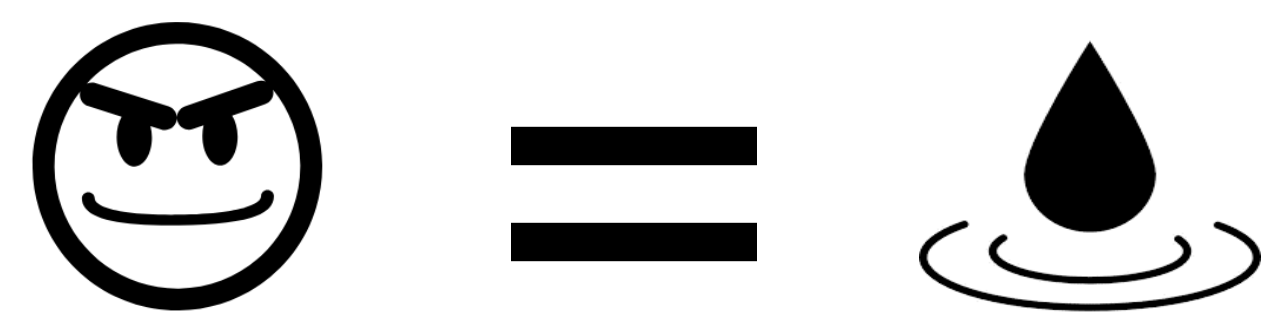


CONFLICTS STEMMING FROM INTENTION AND IMPACT MISCOMMUNICATIONS

Easier to resolve when there is a good intention with a negative impact



Challenging to resolve when there is a negative intention (overt or hidden) and a negative impact



EXAMPLES

A staff member rolls their eyes at their boss in a team meeting after their boss said something they didn't like.

To create levity for the group in a tense situation.

Wanting to embarrass the boss and get coworkers to also dislike the boss.

A faculty member cites academic research in a faculty meeting discussion on how to address a difficult situation

To provide the group with more information

To shame the chair by making them look less informed

A student complains about a professor to the Dean of a college.

To help the situation not in the future for other students and for the dean to address the professor productively

To avoid addressing the professor directly because the student is uncomfortable and embarrassed how they behaved as well

WHAT CAN I DO?

1 Identify your true intention - before you act or after you act on your negative intention

Notice how you are feeling

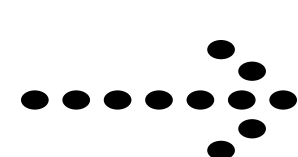
- Stressed? · Annoyed? · Hurt? · Angry? ·

Where might those feelings be coming from?

2 Refocus your intention



Is this intention helpful to me, to others, to the situation... long term?



What do I truly want long term? big picture? for the relationship? for my career?

3 Move forward

Discovered your negative intention after you acted:

- Apologize authentically. Name what you did and why it was problematic.

Discovered your negative intention before you acted:

- Redirect
 - What can I say or do that aligns with what I want long term?