One page Guide for the C.A.R.I.N.G. Process

Roles: **Facilitator:** handles the conflict resolution process
Presenter: the man needing to work out an issue with another
Receiver: is the "other" who receives the charge
Purpose-Holder: holds the Presenter's Purpose

1. "This process is about **US; you and me." Focus on the relationship.**
2. **Facilitator** identifies the **Presenter,** who **identifies the "relationship" issue** that creates distance in the relationship, and who it's with, referred to as the **Receiver.**
4. **Purpose:** The **Presenter** is then asked, "What is your **Purpose** with this C.A.R.I.N.G.??
5. The **Presenter** then selects someone to **hold that Purpose** by repeating the Purpose statement and reminding the Presenter if they get off-purpose.

(Throughout the process, **Reflective Listening** is used in processing judgments with both participants. The Facilitator asks each participant if he felt heard.)

I. **Concern: Presenter:** "State your **Concern** to the Receiver and what the **feelings** are that go with your concern."
   a) **Presenter:** "Relate the issue back to the **Purpose."**
   b) **Receiver:** "Feed back to the Presenter the essence of what you heard and felt."
   c) **Receiver:** "Share your reaction and feelings about the Presenter's "concern."
   d) **Presenter:** "Reflect back to the Receiver what you heard and felt."

2. **Assumptions: Presenter:** "What are your Assumptions that may cause the issue - Assumptions about: I) yourself, 2) the Receiver, 3) your relationship?"
   Receiver: "What part of the Presenter's Assumptions seem true for you."
   (If possible, with an eye toward fostering mutual understanding, link up both the Presenter's and Receiver's projections with their past experience or childhood triggers.)

3. **Request: Presenter,** "What changes would you suggest to better this relationship?
   a) **Receiver:** "What are your feelings and response to this Request?"
   b) **Presenter:** "Where are you in agreement with the Receiver?"
   c) **Receiver:** "And is the Presenter's Request acceptable to you?"
   d) **Receiver:** "Then what is your Request of the Presenter?"
   (Call on the **Purpose Holder** as needed for a reminder of the Purpose statement.)

4. **Intention:** Facilitate HOW the Presenter and Receiver can re-energize the relationship
   a) **Presenter:** "How can you make this happen?"
   b) **Receiver:** "What is your intention to commit to the Request?"

5. **Nurturing:** Ask for mutual **statements and gestures of support and caring**

6. **Gratitude:** "How can you show more gratitude for each other, and bless each other?"

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