

EMAIL FROM GABE

SOURCE
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Here's my email to Mai. It's pretty harsh in some places. In other places I didn't express myself as well as I could have. I hope you can help me with it.

Dear Mai,

I don't think we're making any progress when we yell **communicate** this way. How can we find solutions if we start off raising our voices instead of calmly sharing ideas?

Rather than ignore our clients while we argue, we need to zoom-in **focus** on finding a solution to help both of them. Can we stop arguing long enough to concentrate on what really matters?

I have suggested some ways we could help both our clients. But you shoot-down **reject** every idea of mine without even thinking about it. How can you disagree with every one of my ideas?

The last time we spoke you actually tried to bully **convince** me to give up on my client's problem. You acted as if a little tough talk was all it would take for me to change my mind about helping my client!

We need to use a different model **approach** for working out the housing problem for our two clients. Maybe we can look at the problem from a different point of view.

It isn't a teeny **minor** matter that you were willing to leave my client without a place to live, just so you could win an argument. In fact, it's a pretty important matter. We're here for our clients, not to score points for ourselves.

We simply fight too much, and this last thing **incident** was the worst yet. After that little event, I had to walk away. We have to do better.

We are in the middle of an emergency. Our clients need a place to stay! We don't have time to debate all day. Can't we just weigh the pros and cons of decision options quickly and move on?

Let's make a deal, Mai. Let's agree not to contradict each other for one week. We might find out that we think more alike than we would've guessed.

You have a good heart, Mai. I know that deep down you want to play on the same

team **cooperate** with me. Let's sit down together and make sure our clients are warm and safe tonight.

-Gabe