

Relational wisdom (RW) is the ability to discern emotions, interests and abilities in yourself and others, to interpret this information in the light of your personal values, and to use these insights to manage your responses and relationships constructively.

- RW is a **“relational operating system”** (like Windows or Mac OS) that impacts every aspect of our lives, including friendships, marital intimacy, parenting and job performance and advancement.
- Relationship outshines expertise in most areas of life.



- Soft skills magnify or diminish the value of hard skills.
- RW is crucial because life is all about relationship.
- Relationships can be challenging, however, because they are often fueled by emotions, both positively and negatively.
- RW enables us to deal more effectively with relationships and the emotions that fuel them.
- Relationships are three dimensional: **Values, Self, Others**
- Relationships involve two dynamics **Aware** – What do I know? (Knowledge) **Engaging** – What will I do? (Action)



The relational wisdom paradigm was developed by Ken Sande, founder of Peacemaker Ministries and Relational Wisdom 360, and author of *The Peacemaker* and numerous other resources on conflict resolution.



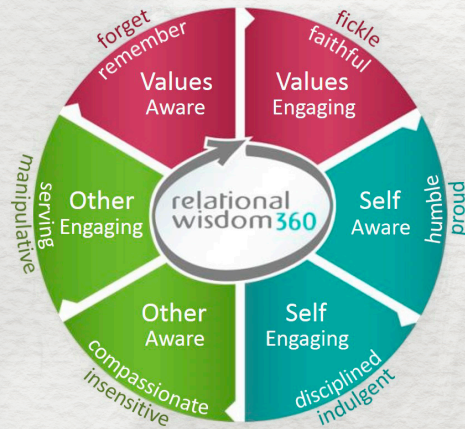
[www.rw360values.org](http://www.rw360values.org) | [www.rw-academy.org](http://www.rw-academy.org)  
[mail@rw360.org](mailto:mail@rw360.org)

Relational Wisdom 360 | 4460 Laredo Pl, Billings, MT 59106  
406-294-6806

STRONG RELATIONSHIPS  
VALUED INFLUENCE  
INSPIRING EXAMPLE

■ Relational wisdom involves six relationship-building and preserving skills or disciplines:

- **Values-Awareness** is your ability to honestly identify your true personal values.
- **Values-Engagement** is your ability to consistently apply your values to real life.
- **Self-Awareness** is your ability to accurately discern your own emotions, thoughts, values, interests and abilities.
- **Self-Engagement** is your ability to manage your thoughts, emotions, words and actions.
- **Other-Awareness** is your ability to understand and empathize with the experiences, emotions, values and interests of others.
- **Other-Engagement** is your ability to love, encourage, serve and resolve differences with others in a mutually beneficial way.



■ Relational wisdom is so simple a child can apply it, yet so complex you can spend the rest of your life developing it. You can start growing today by memorizing and practicing four simple acrostics.

**Practice The SOV Plan**

- S**elf-aware How am I feeling and acting?
- O**ther-aware How are others feeling?  
How am I affecting them?
- V**alues-aware What are my values?  
Am I living them out?

**Follow a Trustworthy GPS**

- G**rade your values (thoughtful reflection)
- P**ursue worthy values (family, role models)
- S**erve others (it will make you happier!)

**READ Yourself Accurately**

- R**ecognize your emotions
- E**valuate their source
- A**nticipate the consequences of following them
- D**irect them on a constructive course

**SERVE Every Person You Meet**

- S**mile (Home, office, church, store, telephone)
- E**xplore and **E**mpathize (Show interest and compassion)
- R**econcile (Be a peacemaker)
- V**alue (Express appreciation and respect)
- E**ncourage (Give heart, inspire, put wind under their wings)

■ Peacemaking is a special application of relational wisdom

Peacemaking is how we draw ourselves and others back inside the circle of relational wisdom through confession, correction, forgiveness, negotiation and reconciliation.\*

**The Slippery Slope of Conflict**

- Escaping (Fear)
- Attacking (Anger)
- Peacemaking (Love)

**Four G's of Peacemaking**

- G**o higher
- G**et the log out of your own eye
- G**ently Restore
- G**o and be reconciled

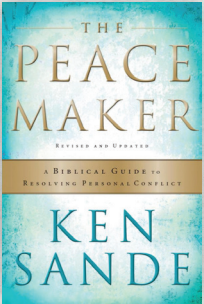
**Seven A's of Confession**

- A**ddress everyone involved (All those whom you affect)
- A**void if, but, and maybe (Make no excuses)
- A**dmit specifically (Both attitudes and actions)
- A**cknowledge the hurt (Express sorrow for hurting someone)
- A**ccept the consequences (Such as making restitution)
- A**lter your behavior (Change your attitudes and actions)
- A**sk for forgiveness

**Four Promises of Forgiveness**

- "I will not dwell on this incident."
- "I will not bring up this incident again and use it against you."
- "I will not talk to others about this incident."
- "I will not let this incident stand between us or hinder our personal relationship."

\* These principles are derived from Ken Sande's book, *The Peacemaker*, which provides a faith-based approach to resolving conflict and has sold over 500,000 copies in seventeen languages.



**PAUSE Principle of Negotiation**

- P**repare (get the facts, seek counsel, develop options)
- A**ffirm relationships (show genuine concern and respect for others)
- U**nderstand interests (identify others' concerns, desires, needs, limitations or fears)
- S**earch for creative solutions (brainstorming)
- E**valuate options objectively and reasonably (evaluate, don't argue)



For practical guidance on developing and applying relational wisdom: 1) **visit [www.rw360values.org](http://www.rw360values.org)**; 2) **subscribe to RW360's blog**; and 3) **pursue online training at [www.rw-academy.org](http://www.rw-academy.org)**.

To see a faith-based version of relational wisdom, visit **[www.rw360.org](http://www.rw360.org)**.

