What are the 6 steps of "The Connect Model" discussed by LaFasto and Larson?

-COMMITMENT TO THE RELATIONSHIP
-inviting the person into a conversation
-Explaining why you believe this is worth doing and that you are willing to work at it

-OPTIMIZING SAFETY
-telling the person that you will try to not make them feel defensive; making sure to understand their point of view

-NARROWING TO ONE ISSUE
-identifying one issue in a non-threatening way
-using "we" and "I" language instead of accusatory "you" language

-NEUTRALIZING DEFENSIVENESS
-think before you speak to prevent defensiveness

-EXPLAINING AND ECHOING
-explaining how you feel, what you observe
-Then making them echo back what you say
-Then asking for their perspective

-CHANGING ONE BEHAVIOR EACH
-talking to them about what you're going to do about it moving forward