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