

What I Meant, and How It Looked

Both can be true at the same time

WHAT I MEANT

I was in a hurry.
I did not think about it.
I meant nothing bad by it.

HOW IT LOOKED

He thought I ignored him.
He felt left out.
It landed badly.

Saying “I didn’t mean it” does not undo it.

Say both halves:

“I didn’t mean it that way. I meant ———.”

Staff: ask both questions, every time

“What did you mean?” and “How did that look to him?”
Only asking the second one turns it into a scolding.

