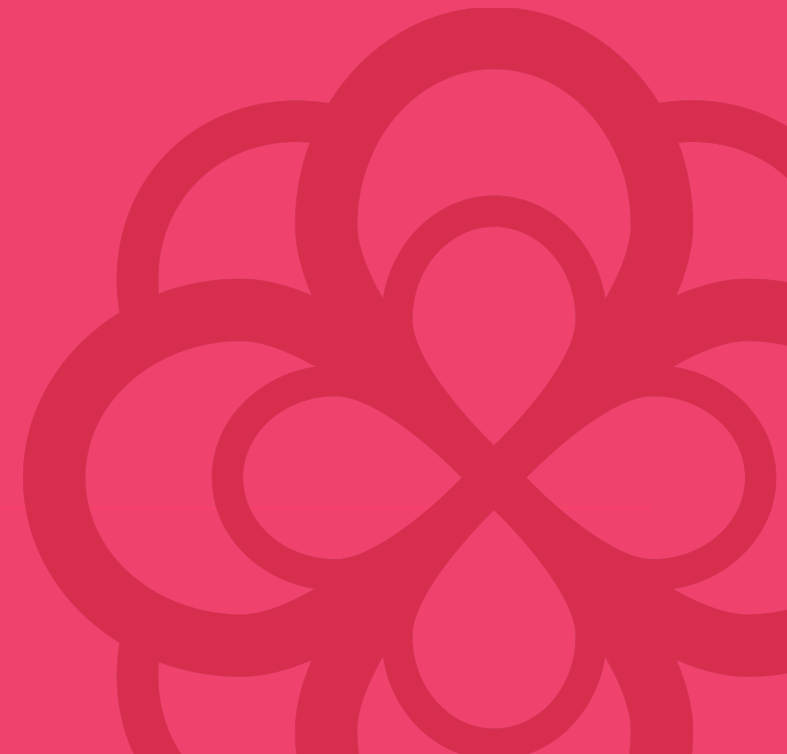


TIPS & TRICKS ON NAVIGATING DIFFICULT CONVERSATIONS

"Most people do **not listen** with the intent to **understand**; they **listen** with the intent to **reply**." --
Stephen R. Covey.



HOW TO LEAD



CULTIVATE AN ENVIRONMENT OF
DISCOVERY AND CURIOSITY



BE THE ADVOCATE



ARE YOU BUILDING A **WALL** OR
BRIDGE?

HOW TO PARTICIPATE



ACKNOWLEDGE THE
PERSON **FEELINGS** AND
OPINIONS



ACTIVELY LISTEN



SHOW **COMPASSION** OVER **ANGER**

12 MISTAKES TO AVOID IN TOUGH CONVOS



SHYING AWAY FROM DISAGREEMENT

What if you view disagreement not as conflict but as an opportunity to explore a different perspective?



LETTING YOUR EMOTIONS RULE YOUR BEHAVIOR

Find a way to express and release your feelings ahead of time—but make sure you can calm yourself down before the conversation occurs.



PUSHING YOUR VIEWS ONTO OTHERS

Do not force your agenda, thoughts and point of view on others – that will only create push back and hostile environment. Shift your focus to understanding the conflict, and you will find the other person will likely be much more open to your perspective.



NOT SAYING WHAT YOU MEAN TO SAY

If you're inconsistent in the things you voice and do, trust will be eroded, and difficult conversations will become even more difficult.



TAKING OTHERS' BEHAVIOR PERSONALLY

If you take things personally and cannot separate the person from the behavior, you'll have a hard time understanding and addressing their priorities.



FALLING INTO A COMBATIVE DIALOGUE

Combativeness will defeat any attempt to find middle ground; instead, it will keep you both stuck where you were at the start.

12 MISTAKES TO AVOID IN TOUGH CONVOS



GETTING CAUGHT UP IN THE TONE RATHER THAN THE CONTENT

Focus on the content of the message instead of the tone.



SPEAKING AGGRESSIVELY

Learn to keep your tone neutral and to simply state what you want. With practice, you can learn to focus on the outcome.



MAKING ASSUMPTIONS ABOUT THE SITUATION

“And if you insist on continuing to make assumptions about my character, I’ll advise you only this: assume you will always be wrong.”— Tahereh Mafi, *Ignite Me*



LOSING SIGHT OF THE OBJECTIVE

The key in any tough talk is to always keep sight of the objective. When you stick to your goals, you can push through any conversation without getting lost.



CATCHING PEOPLE OFF GUARD

Never catch people off guard—it makes them uncomfortable. You’ll be more likely to navigate to a productive outcome and emerge with your relationship intact.



AVOIDING FEEDBACK

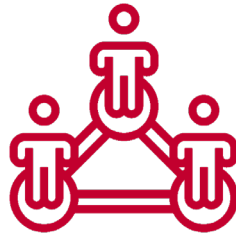
If people want to share with you what they are feeling and thinking, listen.

De-Escalation Tips

We cannot control what happens in the world. We can control how we respond to it.



Be **Empathic** and **Nonjudgmental**



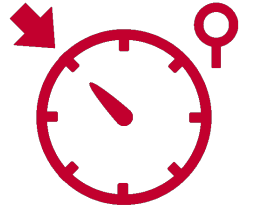
Respect **Personal Space**



Use **Nonthreatening** Nonverbals



Keep Your **Emotional Brain** in Check



Set Limits



Focus on **Feelings**



Choose **Wisely** What You **Insist** Upon



Allow **Time** for **Decisions**



Allow **Silence** for **Reflection**

CONVERSATION GROUND RULES



**HERE TO HAVE A “KITCHEN TABLE”
CONVERSATION**

Everyone can participate, no one dominates



THERE ARE NO “RIGHT ANSWERS”

Draw from your own experiences, view and beliefs. You do not need to be an expert



KEEP AN OPEN MIND

Listen Carefully and try to hear and understand the views of others, especially those you may disagree with



HELP KEEP THE CONVERSATION ON TRACK

Stick the conversation, try not ramble



Remember the ‘Golden Rule’

Respond to others how you want to want them to respond to you