

Welcome

to

DIFFICULT
CONVERSATIONS

Name
Church
Prayer

Mindset

Transparency

curiosity

Informed choice

Accountability

compassion

... ASSUMPTIONS ...

I may have some info.;
So do others

Each of us may see
things others don't

I may be contributing
to the problem

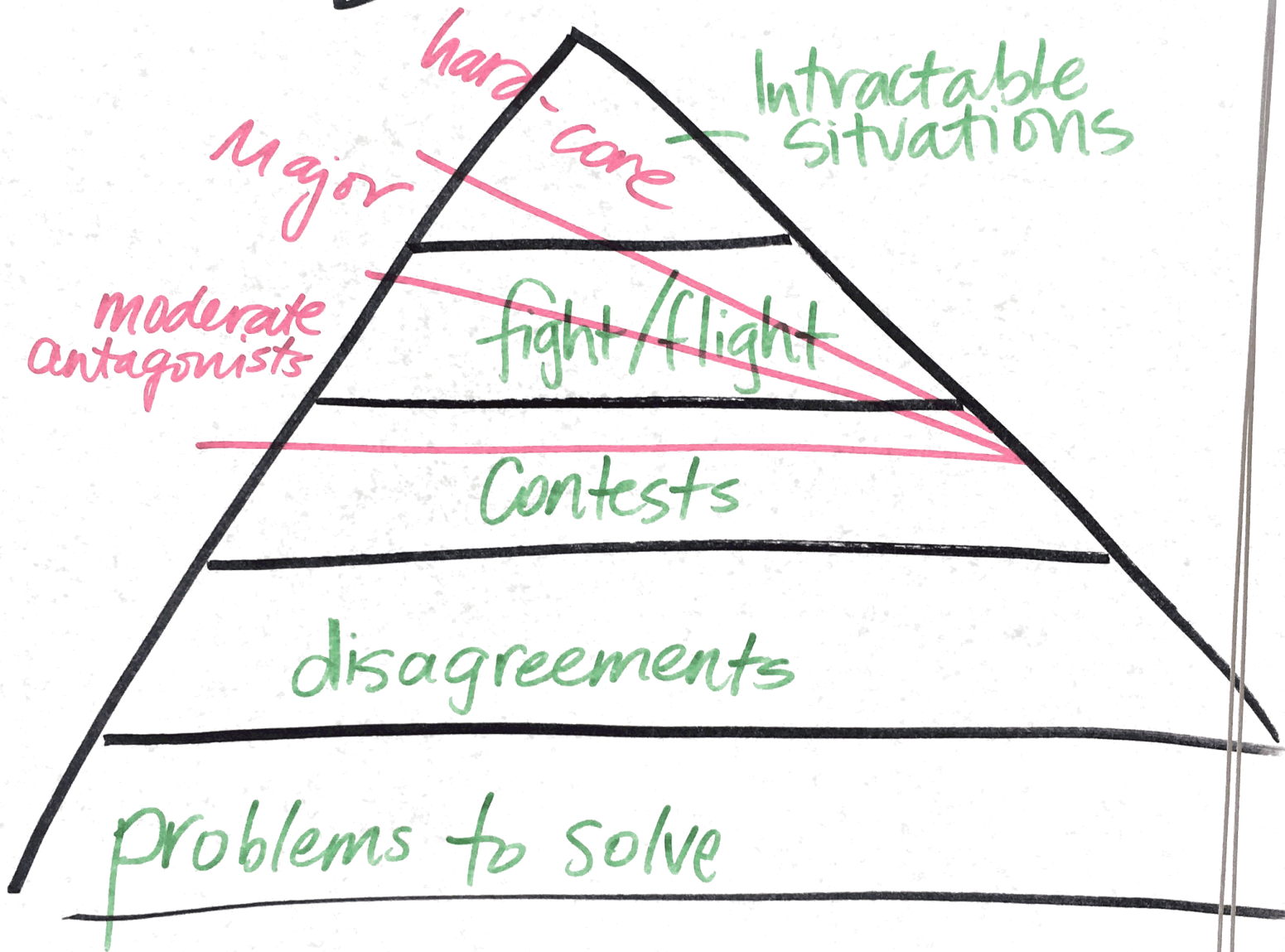
Differences are
opportunities for learning

People may disagree with
me AND have
pure motives

Behaviors

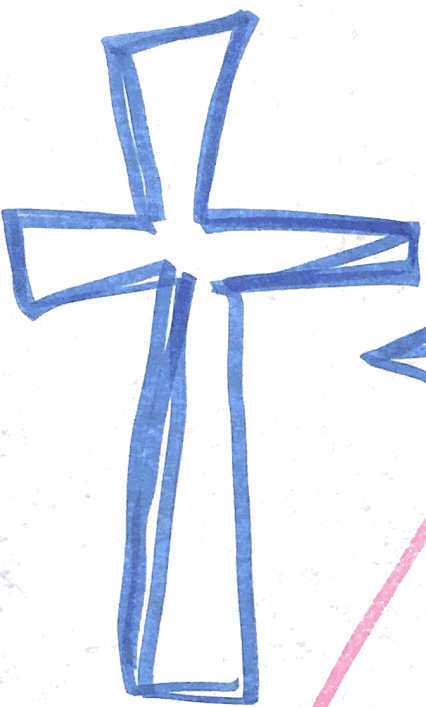
- State views ; ask genuine questions
- Share all relevant information
- Use specific examples ; agree on the meaning of important words and concepts
- explain reasoning ; intent
- focus on interests, not positions
- test assumptions ; inferences
- jointly design next steps
- discuss undiscussables.
- listen

Speed Leas' Levels of Conflict



DRAMA

TRIANGLE



Persecutor

victim

Rescuer

Rising Strong

Reckoning

Rumble

S.F.D.

Revolution

Feedback:



- feeling & impact

- timing

- intent

improve performance
how we work together
to be better

- clear + brief

- contextual

- owned by giver

Preparing to give feedback

- what was agreed upon?
- what specifically took place?
- what did I observe?
- What information was given to me by others?
- what are my assumptions?

true? helpful? kind?

Common errors ...

1. So, how's it going... ?
2. Sandwich method
3. Too many pillows
4. Writing the script
5. Dump truck
6. No space

How to



and



~~BUT~~



AND