

Difficult Conversations

It would be wonderful if we could go through life knowing the perfect thing to say at every moment. The reality is that we all have times when we have difficulty communicating the things that are important to us... in fact, sometimes it is because there is so much emotion invested in the moment that we have difficulty!

The first thing to do is to understand what is happening.

What is the problem from my point of view?

What is important to me?

What is the problem from their point of view?

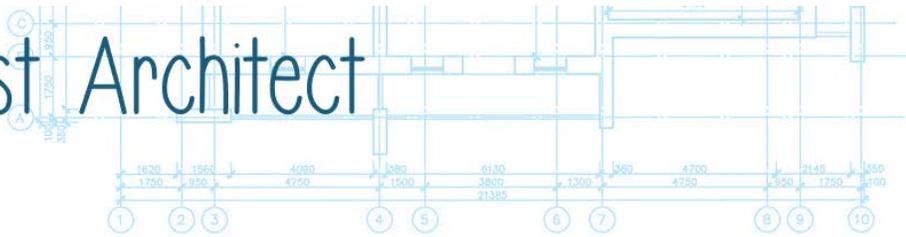
What is important to them?

What has been my contribution to the current difficult situation? What did I do or not do?

How could I change my contribution?

What has been their contribution? What did they do or not do?

The Trust Architect



Separate *Impact* from *Intent!*



What were my intentions?

What impact did their actions have on me? (How did you react?)

What might have their intentions been?

What impact might my actions have had on them? (How did they react?)

Now bring in what you know about **FEELINGS AND EMOTIONS**.

What are my feelings about what happened? Go to the feeling word list on the following page?

Which of my feelings are hard for me to express?

What feelings might they be having? Which feelings might I have trouble recognizing?

My purpose for having this conversation is?
(What do I hope to accomplish?) If your purpose is to prove
"how right you are" then don't bother!

| My Purpose |
|--|
| <input type="checkbox"/> Learn their story or perspective. |
| <input type="checkbox"/> Express my views and feelings |
| <input type="checkbox"/> Problem solve together |
| <input type="checkbox"/> Other |

