

Powerful Conversations

A Disagreement!!

- Pair up: **A** & **B**
- Q: Where will little Suzie go to school?
- **A** = Private School advocate!!!
- **B** = Public school advocate!!!
- You have 120 seconds to convince the other.



Objectives

- Learn how to solve most of your conversation problems with \$7.69
- Learn 4 tips to improve your conversations

Agenda

- 1 Introduction
- 2 Motivation
- 3 Unpacking
- 4 Opening
- 5 Resolving
- 6 Yeah but...

Identify One Conversation

Identify a conversation you need to have (or had and it didn't go well).

Person:

(Name) and I disagree about:

Motivation

You can't win a powerful conversation.

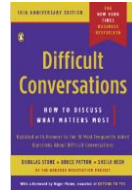


Why?

Motivation

“Difficult conversations are not about who is right. They are about what is _____.”

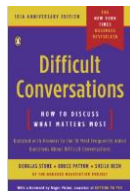
- Harvard Negotiation Project



Motivation

“Difficult conversations are not about who is right. They are about what is important.”

- Harvard Negotiation Project



Motivation

Your motive can't be to *win* an argument.

Your motive should be to *resolve a problem*.

Or, learn something new.



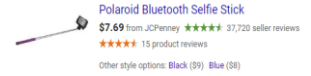
Unpack

Q: What issue did you identify?



Unpack: Ask Yourself 4 Questions

1. (name) and I disagree about _____?
2. At my worst, I think (name) does X because s/he is _____.
3. Why would a reasonable and good person like (name) do, think, say, believe _____?
4. I contribute to this problem by _____?



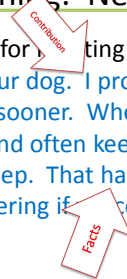
Opening

Write down *word for word*, how you will open this conversation. I'll get you started.

"(Name) thanks for meeting with me. I want to talk about...."

Opening: Neighbors

"(Name) thanks for meeting with me. I want to talk about.... **your dog.** I probably should have brought this up sooner. When spot is out past 9pm, he barks and often keeps my sons from being able to sleep. That happened twice this week. I'm wondering if you could find a solution. **(Stop).**"



Opening: Peers

“(Name) thanks for meeting with me. I want to talk about.... *how we divide clients between us. In the last meeting, I feel like I’ve been getting the difficult and less profitable clients. And, you are getting the better ones. For instance I took A and B, while you had X and Y. You may see this differently.* (Stop).

Neutral

Facts

Opening: Board

“(Name) thanks for meeting with me. I want to talk about.... *My perception of the differing visions we have for where our Eye Bank is headed. I believe we need to move in direction XYZ and my sense is I feel strongly that we should move toward ABC. There may be some cases to move in either direction. I’d like to hear everything you have to say and also put all the data and reasons I have on the table. I’m hoping we can work towards a common direction, whichever that happens to be.*

Facts

Hypothetical

Opening: Peers

“(Name) thanks for meeting with me. I want to talk about.... *A concern I’m having. Let my really clear then please tell me if I’m off base here. I’ve been told by two people that you said you were on an AAA contract. You told me last week you secured the BBB contract. Today, I find that we are not contracted with either. And in talking to AAA, they said you missed the last two meetings. I’m beginning to wonder if you are being honest with me. Is that what’s happening, or is it something else.* (Stop).

Facts

Hypothetical

Common Openings

“(Name) thanks for meeting with me. I want to talk about....
... *our different needs around...*
... *a pattern I’m seeing develop...*
... *how we have conversations...*
... *some issues that are causing me to... (e.g. wonder if, believe that, withdraw trust)*

Openings: Elements

- Under 30 seconds (**must**)
- Clear issue stated from neutral “3rd person” POV (**recommended**)
- Empirical fact(s) to illustrate the issue (**nice**)
- Identify your contribution (**nice**)
- Hypothetical if providing a judgment (**nice**)

After Opening

- Don’t forget to stop talking.
- Help them tell “their side.” Be curious, not argumentative.
- Acknowledge everything (e.g. “so, I’m getting that you believed....”)
- Summarize their entire side *fairly* before responding to anything.

Resolving Problems

Public	Private
Position 1: Attend public school!	Position 2: Attend private school!
Interest 1:	Interest 2:
Common Interests:	
Possible Solutions:	

Resolving Problems

Public	Private
Position 1: Attend public school!	Position 2: Attend private school!
Interest 1: cost, diversity, sports, like public	Interest 2: quality, college, safety, like private
Common Interests:	
Possible Solutions:	

Resolving Problems

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Possible Solutions:	

Resolving Problems

Public	Private
Position 1: Attend to public school!	Position 2: Attend private school!
Interest 1: cost, diversity, sports, like public	Interest 2: quality, college, safety, like private
Common Interests: cost, diversity, quality, safety	
Possible Solutions: <ul style="list-style-type: none"> ½ public, ½ private public school with tutors or "booster" online learning private but diversity experiences in summer public but sign up for sports leagues private but find strategies for college scholarships public but learn self-defense 	

Suggested Reading

- Crucial Conversations
- Difficult Conversations



Action Plan

I learned that:

Within the next two weeks, I will: