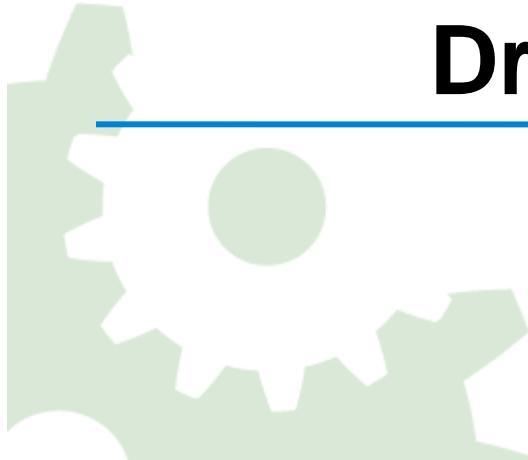


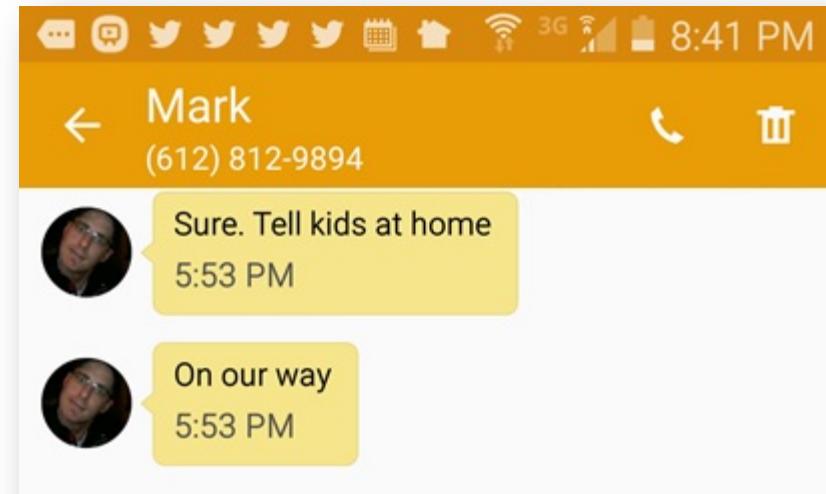


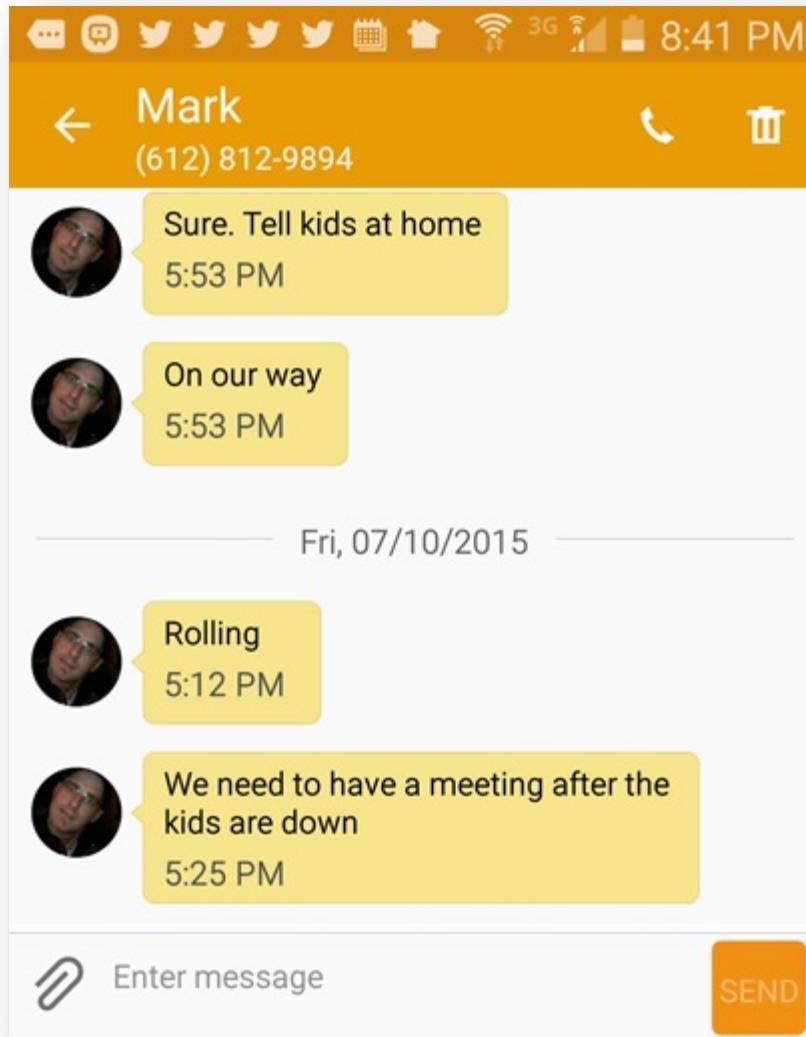
Workplace Discussions without Drama, Danger or Damage

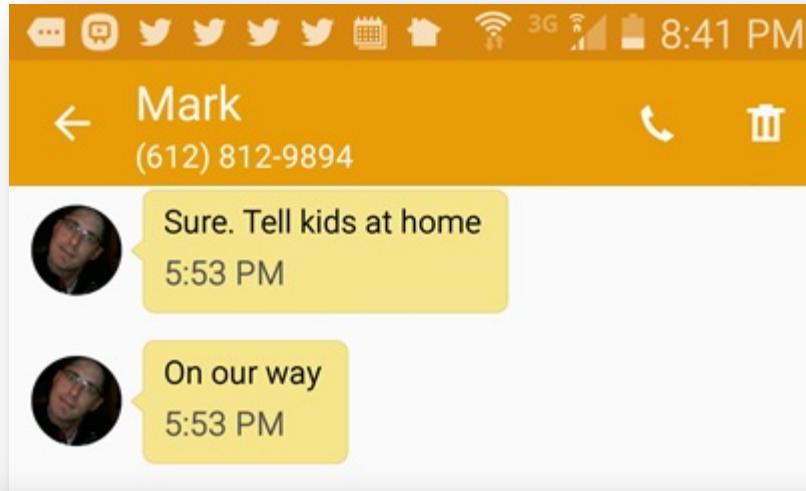


Janel Anderson, PhD

working
conversations







We need to have a meeting after the
kids are down

5:25 PM



Enter message

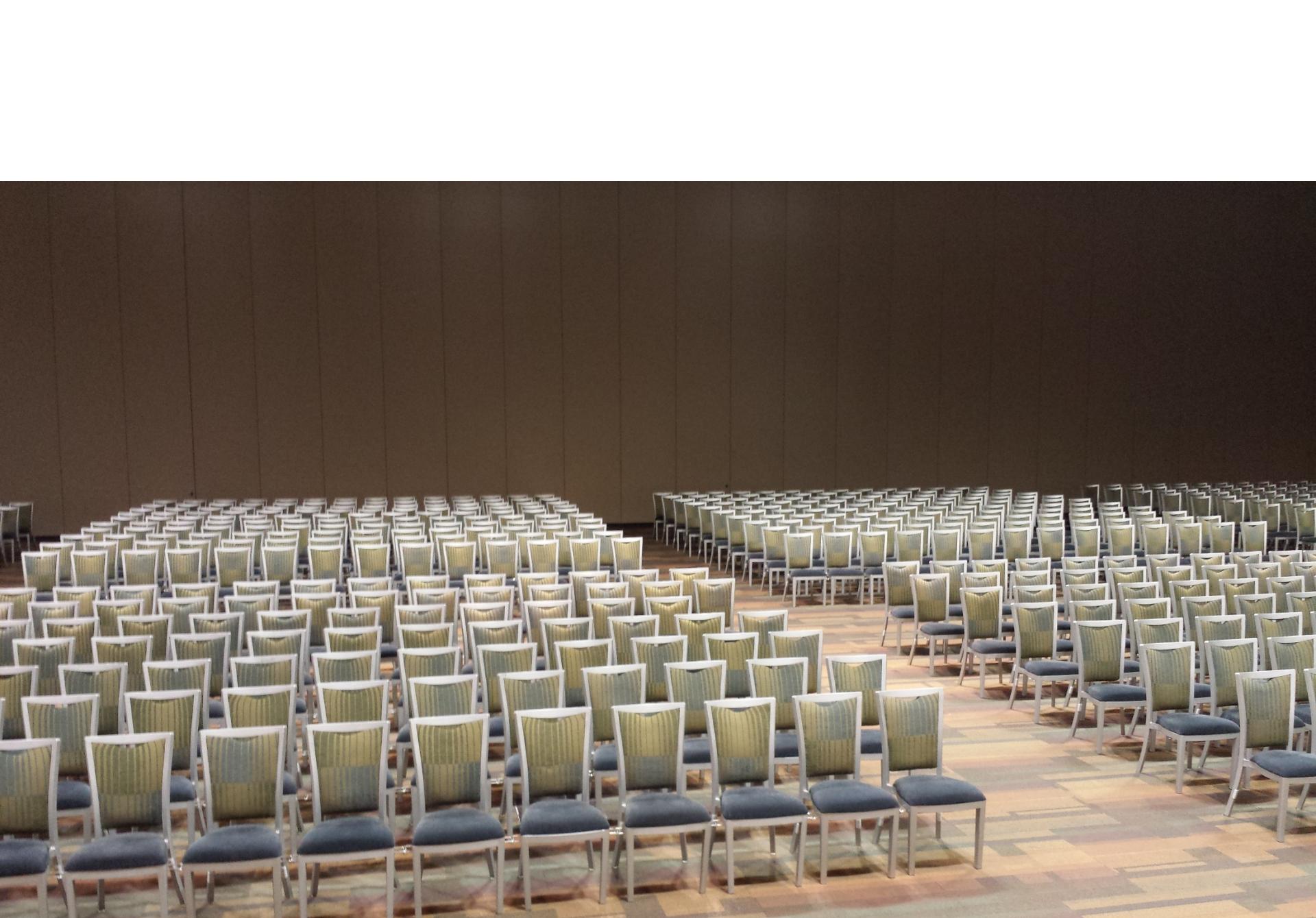
SEND

95%

\$1 500

8 hours

$$\begin{array}{r} 6 \\ 5 \\ 3 \\ +2 \\ \hline 16 \end{array}$$



working conversations | transforming talk at work

Appetizers

Difficult Discussions

1. Prepare for conversation
2. Open without defensiveness
3. Ask good questions & listen
4. Hear all sides to the story
5. Reach agreement

Step #1

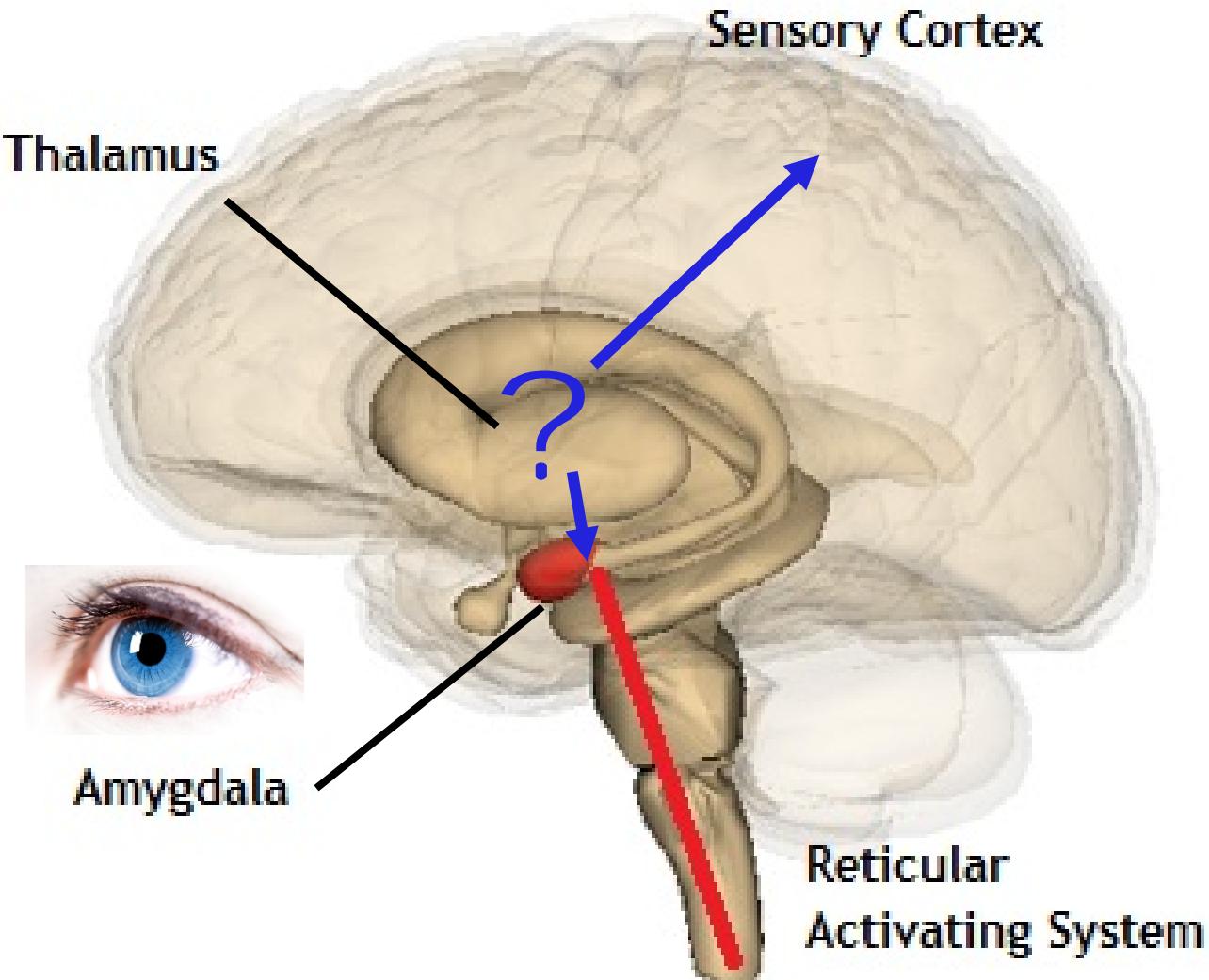
Prepare for the conversation:
Clear your emotions.

fight or flight





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How will you clear your
emotions before your
next difficult discussion?

Appetizers

Difficult Discussions

1. Prepare for conversation

Step #2

Open without Defensiveness

We need to talk.



Blame



Contribution

State What is So



Terror

Fear

Alarm

Arousal

Calm















Bringing it up without bringing it up?



Appetizers

Open without
Defensiveness

1. Fact and
2. Fact and
3. Fact and
4. Fact and
5. Share the impact

“Freedom involves the ability to pause between stimulus and response, and in that pause, to choose the one response toward which we wish to throw our weight.”

~ Viktor Frankel

What set of facts
will you use
to open without
defensiveness?

Appetizers

Difficult Discussions

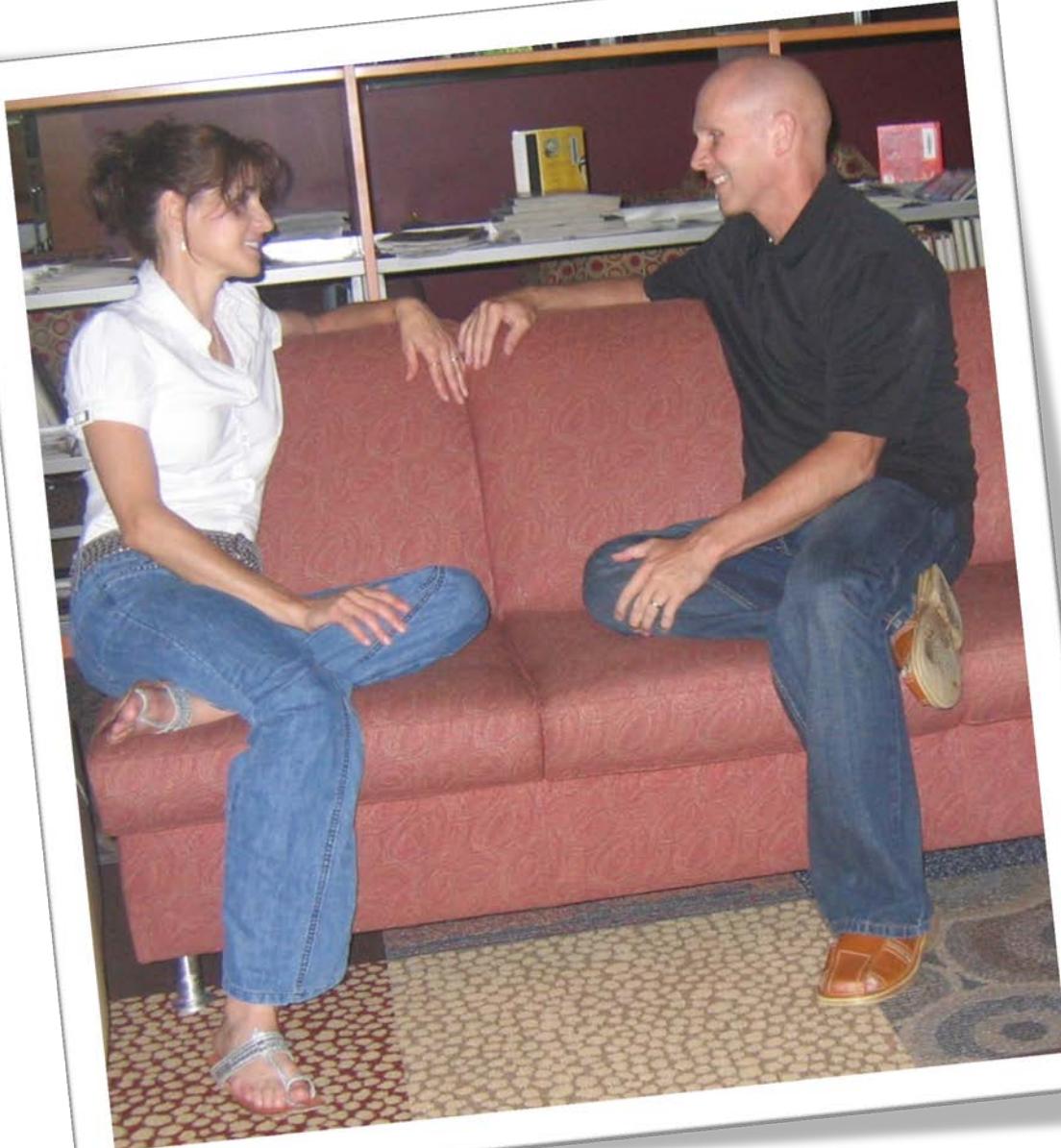
1. Prepare for conversation
2. Open without defensiveness

Step #3

Ask Good Questions & Listen













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Embrace alternate points of view.

S I L E N T

What genuinely curious
questions can you ask to
understand and validate the
other person?

Appetizers

Difficult Discussions

1. Prepare for conversation
2. Open without defensiveness
3. Ask good questions & listen

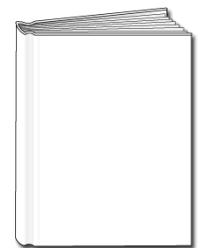
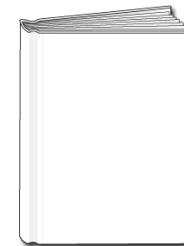
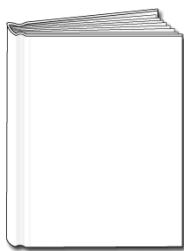
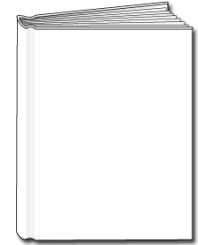
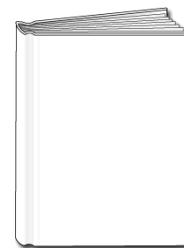
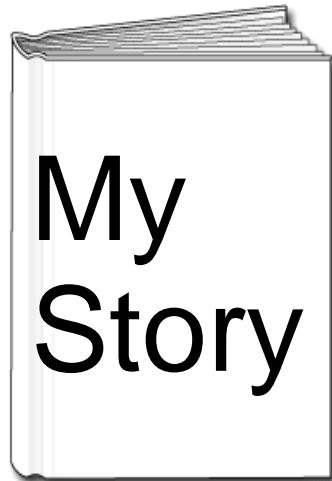
Step #4

Hear All Sides of the Story



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The Set of Stories





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Who else
is impacted by
the discussion you
need to have?

Appetizers

Difficult Discussions

1. Prepare for conversation
2. Open without defensiveness
3. Ask good questions & listen
4. Hear all sides to the story

Step #5

Reach Agreement

Reciprocate and Invent Options



Consider the Costs



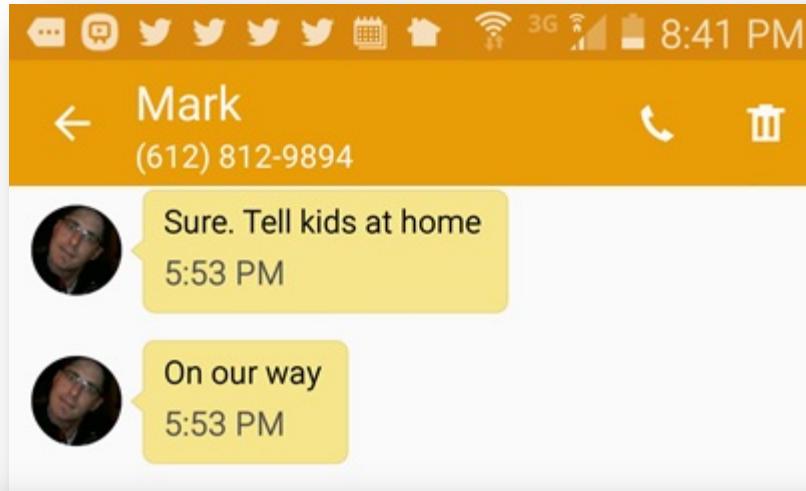
Accept the Outcome





What are you waiting for?





We need to have a meeting after the
kids are down

5:25 PM



Enter message

SEND

twitter

Pinterest

You Tube

facebook.

Linked in

Working
conversations