

## **Negotiating Difficult Conversations**

PG Calc Webinar

May 26, 2016

### **INTRODUCTION & PURPOSES OF THE WORKSHOP**

*Conflict is an inevitable part of any long-term relationship. This session provides tools and skills for navigating issues when the going gets tough – when people are frustrated, emotions run high, relationships become strained, and problems seem intractable.*

### **DIAGNOSING THE PROBLEM: Why We Feel Stuck**

*The role of the “internal voice” is presented as the “culprit” for derailing the conversation.*

### **UNDERSTANDING THE THREE CONVERSATIONS**

*This is an overview of the framework for understanding the underlying structure of difficult conversations.*

### **TALKING ABOUT “WHAT HAPPENED?”**

- *Shift from Truth to Perceptions*
- *Shift from Blame to Joint Contribution*
- *Shift from Intentions to Impact*

*90% of our time in difficult conversations is spent discussing (or debating) what happened or what should happen. This almost always involves (implicitly or explicitly) questions of who is right, who is to blame, and whether folks are operating in good faith (or trying to manipulate, control, or deceive). This segment shows how to break the cycles of arguing and blame to turn problems into forward-looking opportunities to learn and problem-solve.*

### **THE FEELINGS CONVERSATION**

#### **Core Emotional Interests**

*The role and impact of emotions is examined, with an eye toward looking at “what works” in addressing emotionally loaded issues. The Six Core Emotional Interests (Autonomy, Appreciation, Affiliation, Role, Status, Fairness) are presented as a way to understand and manage the complex reactions that emerge in tough conversations.*

### **THE IDENTITY CONVERSATION**

#### **Identity Quake Kit**

*Every difficult conversation is also about identity. We react to “what this situation says about me” – wondering whether this means we’re competent or incompetent, a caring person or an insensitive oaf. This segment and exercise help participants identify the issues that hook them, and explore how to regain and maintain their balance in the midst of complex conversations.*