

## Episode 7: Difficult Conversations

# Difficult Conversations: Outline

1. Define the outcome. It puts people in a solution-oriented mindset.
  - a. Ex. "I want us to walk away from here with an understanding of why this deadline was not met and the consequences for it."

**State it at the beginning of your talk, write it below:**

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2. Affirm the person. Ex. "I care about you."
3. Listen first to understand. Get their perspective.
4. Be curious. Ex. "Tell me more about that."
5. Clarify what you want. There's the set of facts and then the feeling around it.
6. Understand what they really want. It may be the subtext of what they are verbalizing.

7. Be an advocate for something he/she has said.
8. Get agreement on what's been said. Ex. "What have you heard me say?"
9. Engage the person in problem solving. Ex. "What will get us there?"