

How to have a Difficult Conversation

Difficult Conversations: How to discuss what matters most (1999, 2010)

Douglas Stone, Bruce Patton, Sheila Heen

Get ready – plan to make it a “Learning” conversation

See how you helped create the situation. What was your contribution?

The “What Happened Conversation”

Don't worry about truth – Stop arguing about who is right

Intention invention – Don't assume they meant to hurt you and you are blameless

Stop Blaming – Move forward towards solving it

The Feelings issues (conversation?) – Have your feelings or they will have you.

The Identity Issues (conversation?) – How do you feel about you?

START from the Third Story – with THEIR POINT OF VIEW first

Why Can't You Shut Up?

How We Ruin Relationships – How Not To (2006)

Anthony Wolf

- Stop talking if there is nothing to be gained (and lots to be lost).
- Don't repeat yourself. Make your point once (and sit down / shut up).
- Don't get sidetracked. Ignore it. Don't take their bait.
- Give your advice once and move on.

If you must get the last word ...

Tongue Fu

Tongue Fu (1996) & Tongue Fu at School (2004)

Sam Horn

“But” out

Don't “should” on them

Avoid extremes

Stop defending yourself

Never say “No!”

Don't make excuses

If is your mistake

Make requests, don't give orders

See the issue

Get them under control

Who makes you mad?

Exit “no-win” disputes gracefully

Tongue Glue

Fun Fu

Fresh start

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