

**Effective Communications ~
Tips for Handling Difficult
Conversations**

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How many have had:

- Hard Conversations.
- Felt not listened to.
- Felt that you weren't listening.
- A belief the other party wasn't listening.

**There are rules for facilitated
meetings where different
opinions, conflictions, and beliefs
can be expressed and heard**

Set Rules for Facilitated Meetings:

- Name calling
- Accusations
- Raised voice
- Body language
- Tone
- Wording

Think back:

- To a difficult conversation.
- Were you prepared?
- Caught off guard?
- Did you achieve the desired result?
- If not, why not?

**This 1 hour presentation will give
you suggestions on how to
approach difficult conversations**

State the ground rules & obtain agreement on how conversation occurs.

1. Focus on conversation.
 - Take a deep breath.
 - Remind yourself to actively listen.
2. What is it about their position that I need to try to understand?

Continued...

3. Don't React. Don't try to persuade another to your position or belief.
4. Pause and wait to respond.
5. Inquire, ask for more info. Act as if you care about what his/her answer is.

Continued...

6. Validate information.
7. Shift conversation to priorities by stating your intentions.

Continued...

8. If conversation becomes too heated, ask if the parties need to agree to a cooling off period. If so, adjourn the meeting. Decide after a break whether to continue the meeting. Reframe the conflict so the dialogue can continue.

Continued...

9. Get the other person to agree to common a goal or purpose. If you can reach agreement, you are well on your way to resolution.

Getting Unstuck

1. Ask for permission to move the conversation to discuss a resolution.
2. Ask the parties to restate what the other party's interest is.
3. Ask the parties to state what they agree on.

Getting Unstuck

4. Restate the resolution reached.
5. Review the agreement with the parties.
6. State the agreement reached.
7. Thank the others for participating.

What other steps need to be taken?

What 3 areas do I need to improve my conflict resolution skills?

Today I have learned _____.

I commit to _____.

Date _____

Signature _____

I will _____.

EFFECTIVE COMMUNICATIONS

RESOURCES

- *7 Habits of Highly Effective People.* Stephen Covey
- *Coping With Difficult People.* Dr. Robert Bramson
- *Courage Talks: A Daily Dose of Motivation.* Kathy Bote
- *Empowering the Self-Directed Team.* Patricia Wilson
- *Generations: Dealing with Boomers Gen-X and Beyond.* AIA Practice Management Digest. Sept. 8, 2006
- *Influencer: The Power to Change Anything.* Joseph Grenny
- *Is There a Little Bit of Enron in All of Us?* Lynn Brewer
- *Horses Don't Lie.* Chris Irwin
- *How to Do More, Better, Faster.* Kathy Bote
- *How to Get Someone to Let You in 20 Seconds or Less.* Nicholas Boothman
- *Leading For Results: Being 'On Purpose'.* Eric Allenbaugh, Ph.D.
- *Love 'Em or Lose 'Em: Getting Good People to Stay.* Beverly Kaye and Sharon Jordan-Evans
- *Messages.* Matthew McKay, Martha Davis, Patrick Fanning
- *Take Yourself to the Top.* Laura Berman Fortang
- *Taking the Winner's Way.* Leil Lowndes
- *Team Games for Trainers.* Carolyn Nilson
- *The 8th Habit.* Stephen Covey
- *The Courage to Act: 5 Factors of Courage to Transform Business.* Merom Klein and Rod Napier
- *The Five Temptations of a CEO.* Patrick Lencioni
- *The Power of Ethical Persuasion.* Tom Rusk, M.D.
- *The Team Coach: Vital New Skills for Supervisors and Managers in a Team Environment.* Donna Deeprose
- *The Three Signs of a Miserable Job.* Patrick Lencioni
- *Think Like a Manager.* Roger Fritz
- *Thinking Skills for the 21st Century.* Michael McCarthy
- *You Don't Need a Title to Be a Leader.* Mark Sanborn
- *In Search of Excellence.* Tom Peters