



Ensuring Trust and Safety in Difficult Conversations

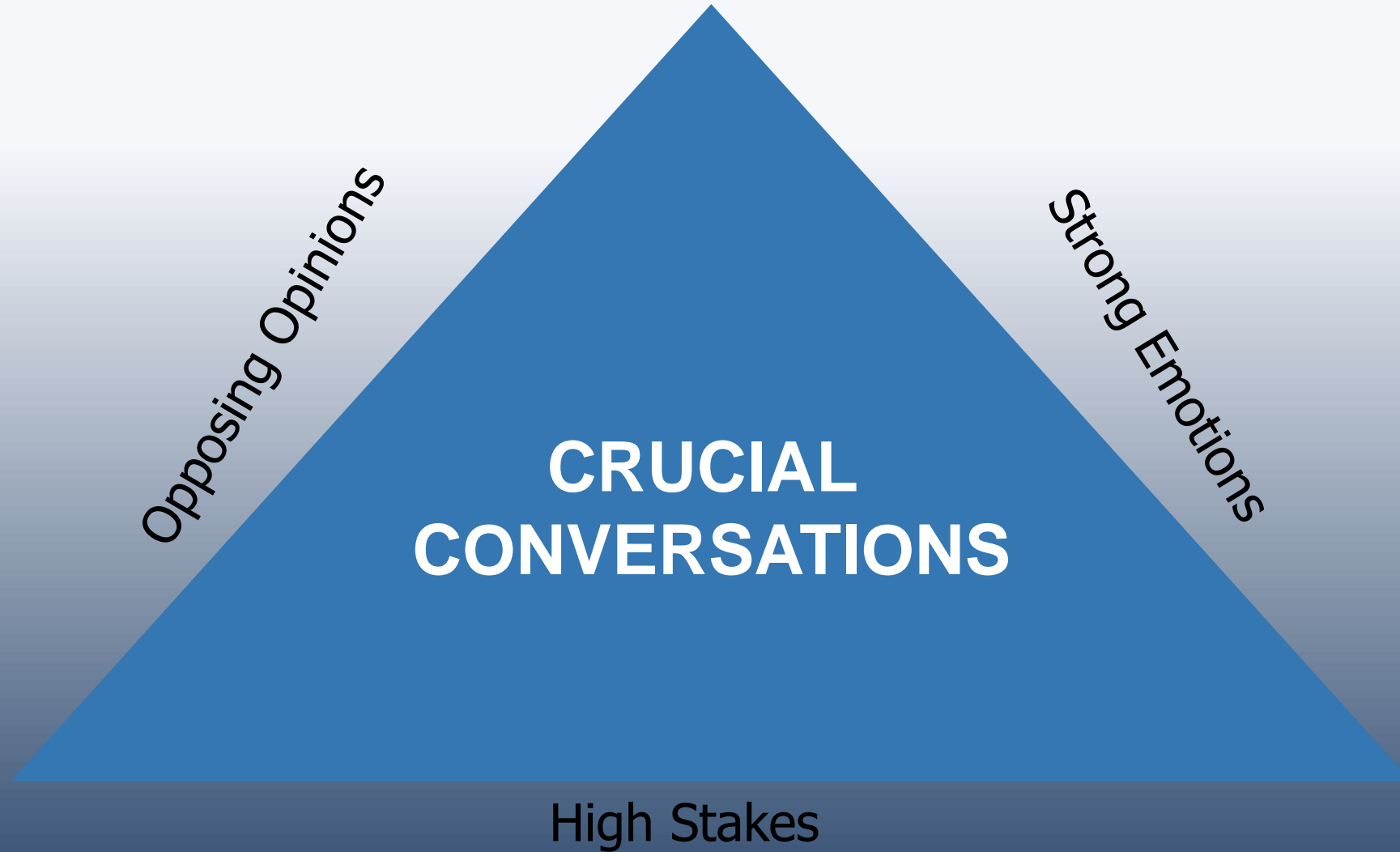


Intentions

Participants will learn to

- Prepare for difficult conversations
- Clarify Intentions and Contributions
- Understand “Stories” They Tell
- Watch over Trust and Safety

When is the conversation = crucial?¹



Think of the last difficult conversation you had..

Left-Hand Column
Thinking or feeling and didn't say

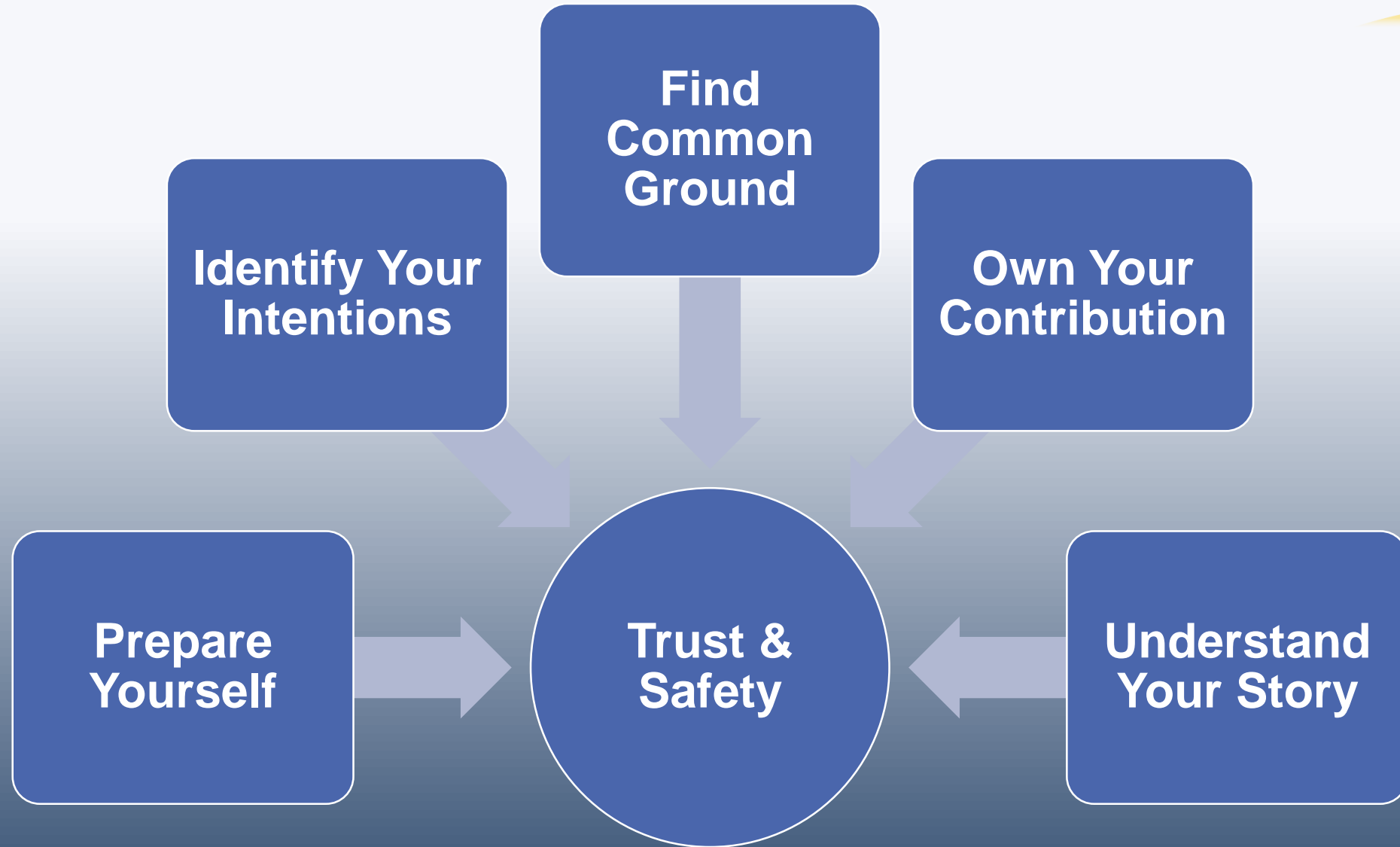
Right-Hand Column
What was actually said by all

2
In the left-hand column, write out what you were thinking and feeling but not saying.

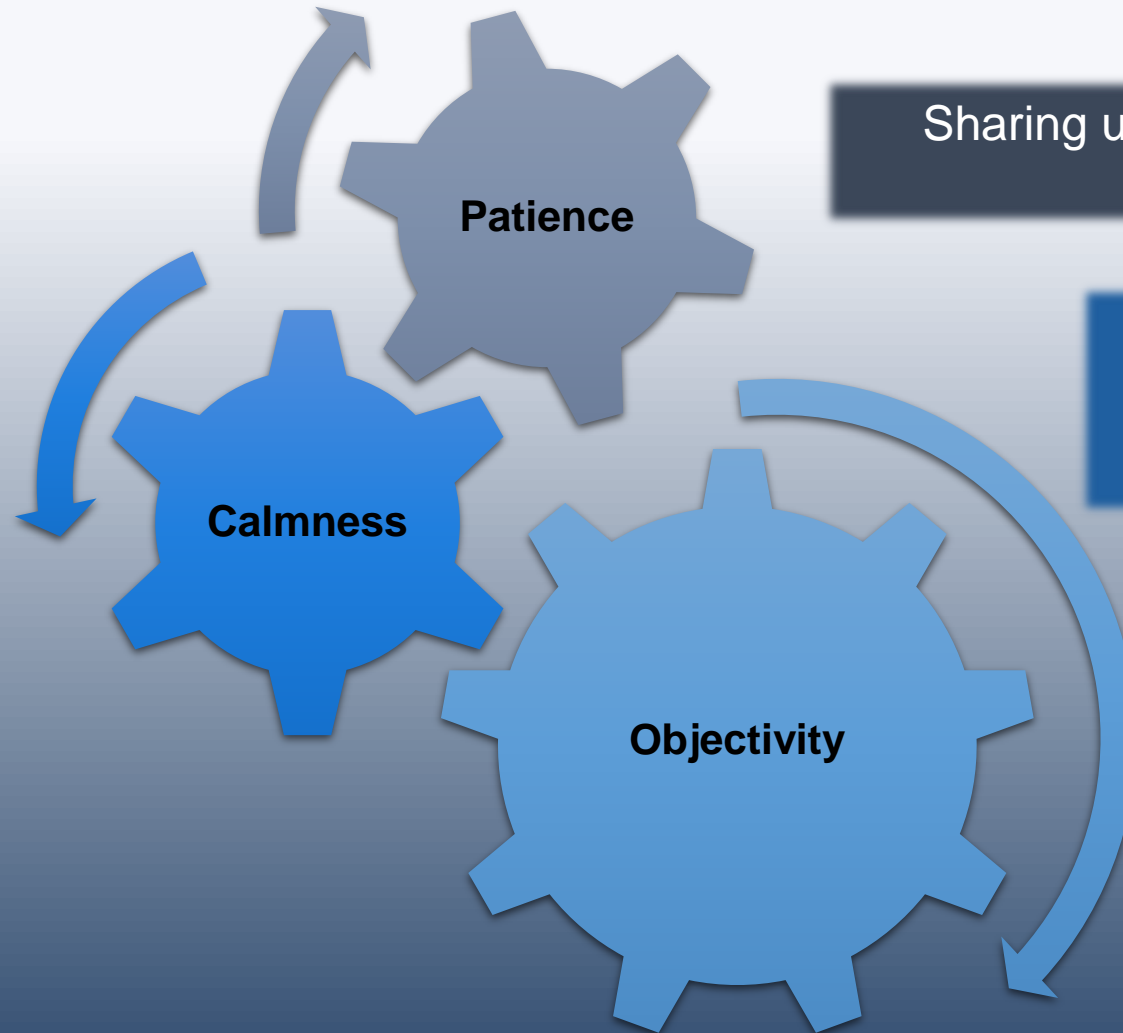
1
Recall a frustrating conversation you had about a situation (or imagine one you might have had). Write out the dialog in the right-hand column.

Is it Safe?





Prepare Yourself



Sharing understanding and authentic dialog requires time.

Fighting Fires takes “A View from the Sky” frame of mind

“The test of a first-rate intelligence is the ability to hold two opposing ideas in mind at the same time and still retain the ability to function.”
-F. Scott Fitzgerald

Intentions

1. Why do you want to have this conversation?
2. What do you want out of it?
3. What do I want for others out of it?
4. What do I want for this relationship?

Do my intentions reflect my Orthodox values?

Find Common
Ground

Mutual Purpose



Watch Over Trust Share Responsibility

Example:

“I want to apologize for not taking the time to notice earlier that you seem frustrated. I value you and the contribution you make. I am distressed that you might have been feeling out of sync here while I was distracted by my other responsibilities. However, I hope that now while we are both here that we can talk about this situation and come to some better understanding.”



What is your contribution to the situation?

Common Ground

Acknowledge Before Inquiry

“This project is going to demand too much of everyone’s time and result in lots of other things not getting completed that are more important!”

A – If it this project is going to consume too much of our time and cause other failures, then we shouldn’t do it! We need to insure one project doesn’t impact the rest of what we do in a negative way.

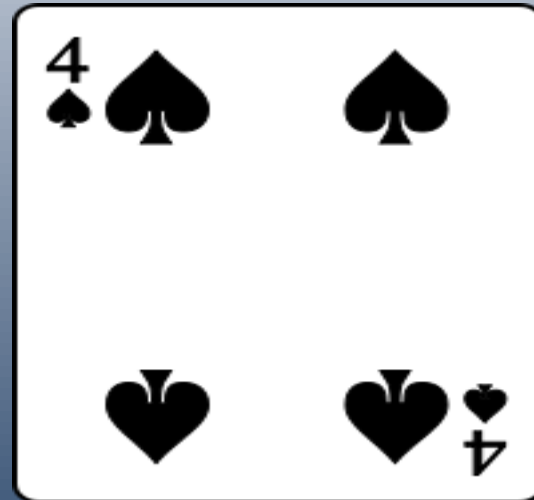
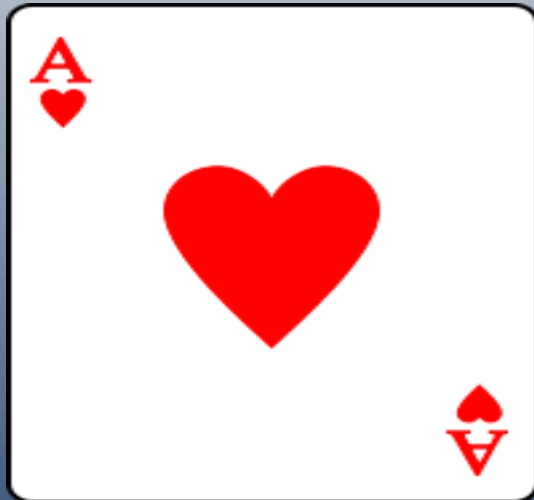
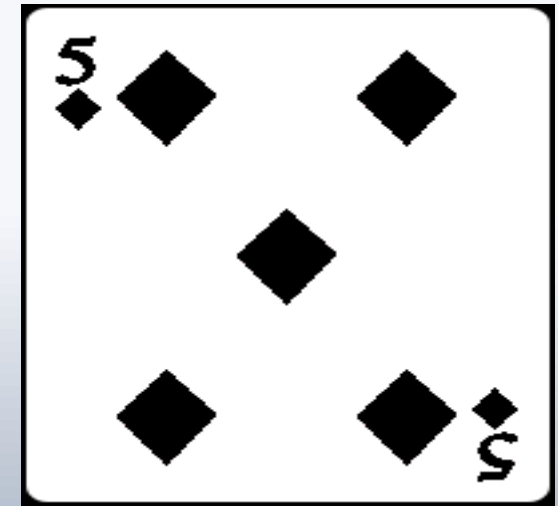
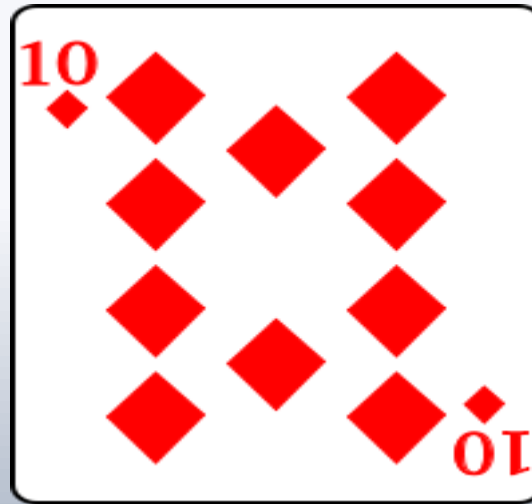
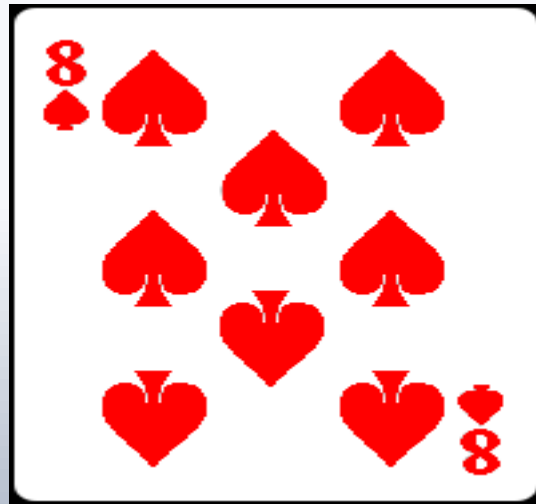
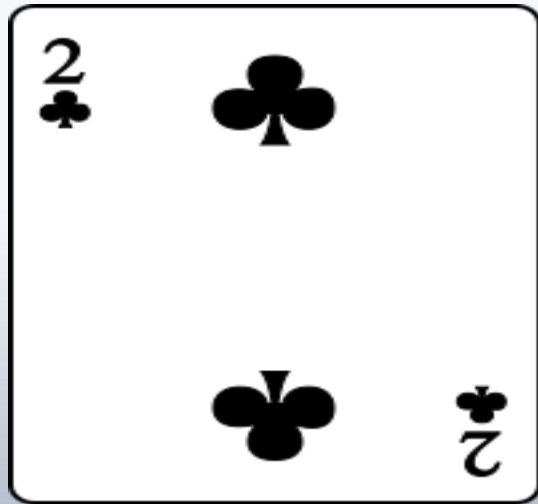
I – What makes you think it is going to be take so much time!

Share your Story

Can You Remember the Cards



In your Head.. Number and suit?
Seven Cards



“The Dissonance Effect”

When we express a belief, value, or attitude, we will behave in manner that will maintain consistency with the expression so as to eliminate or reduce tension caused by cognitive dissonance.

We also psychologically avoid data that implies we have made a poor purchase once we have bought a new product. (i.e. Buyers remorse)

The stories we tell ourselves work the same way: they act as filters. We need them to be true once we express them to ourselves or to others!

If I believe someone is incompetent, I treat them that way.. I watch for their mistakes

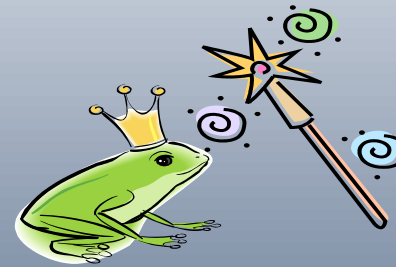
What's your Story?

When we are facing difficulty with someone, we usually have 2 elements of “data” to work with:

1 The facts

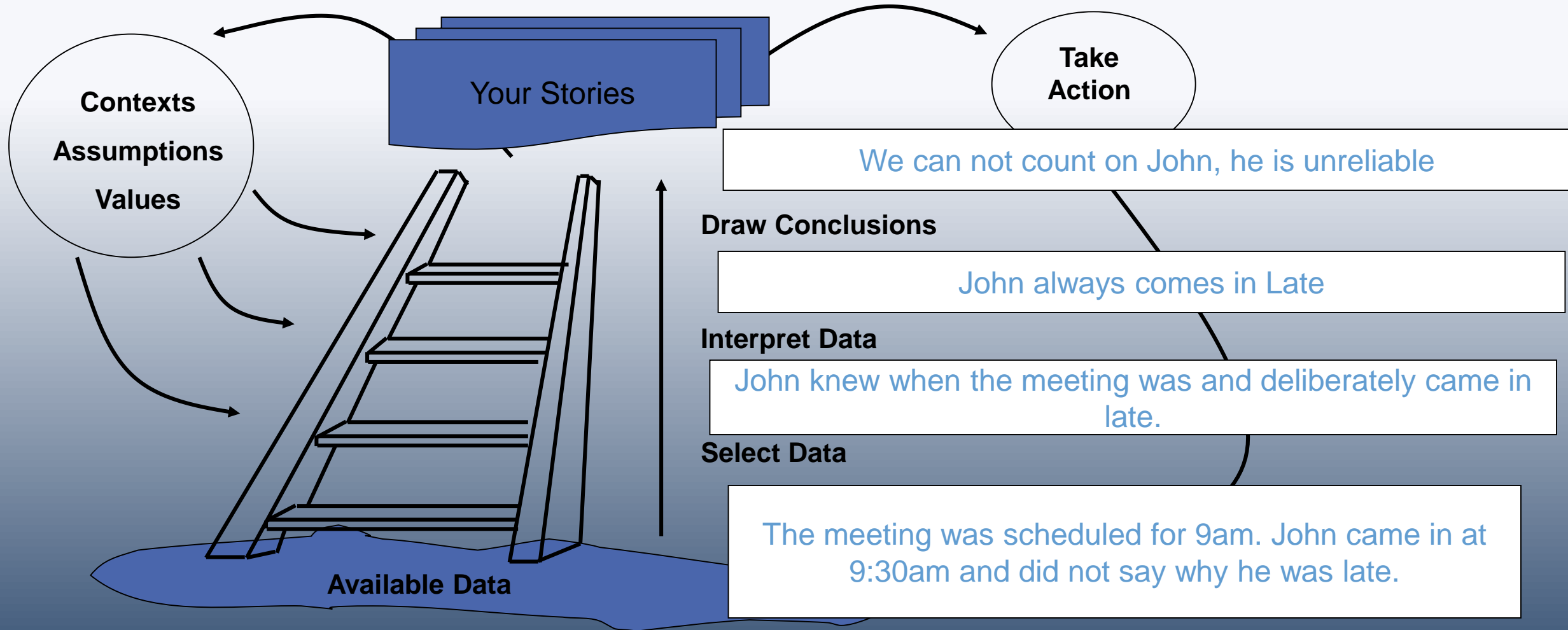


2 The story we tell ourselves about the facts



Reality is merely an illusion, albeit a very persistent one. – Albert Einstein

Inference



Sharing Your Intentions and Story

“I’m feeling some real tension here and it’s making me feel uncomfortable. I am wondering if we can agree to some ground rules about how we speak to one another.”

Transparency

Setting the stage for a difficult conversation by sharing how you prepared and your concerns for a productive discussion.

Watch Over Trust

Reflect on your two column worksheet?

1. Did you prepare yourself for the conversation?
2. Were your intentions clear to you? To the other party?
3. Did you find common ground and share a mutual shared purpose?
 1. What is your contribution to the issue?
 2. How well did you know and share your story?