

Managing Difficult Conversations



Tools for Managing High Pressure Situations

Intentions

Explore Four Key Strategies

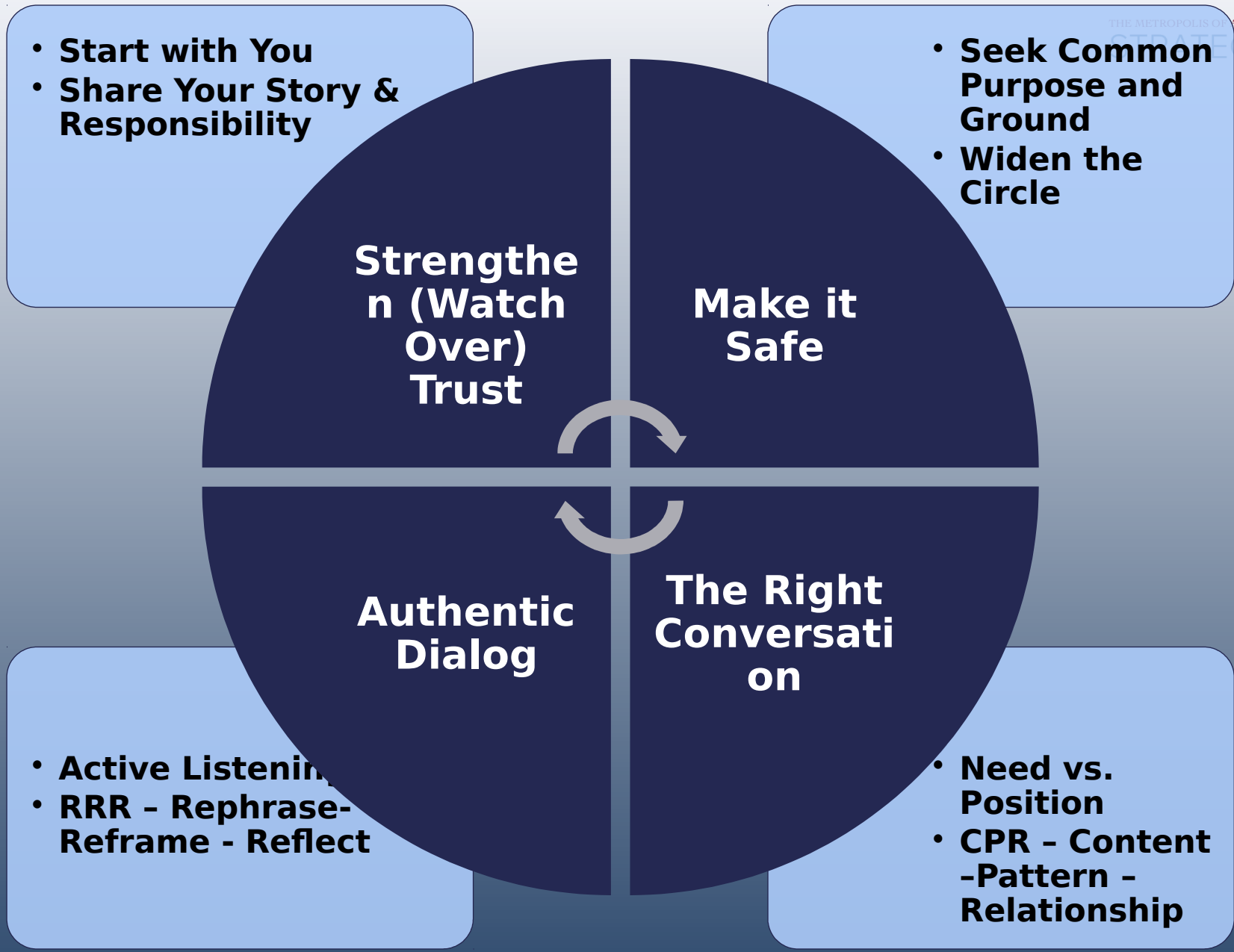
Learn Eight Tools for Success

Practice what we learn

Not our Intention

Our hope and prayers are that by strengthening our skills in managing difficult situations through this module and it's predecessors, we can hopeful avoid the rare moments when the hierarchy of the church is needed to resolve a dispute. For a more detailed and full explanation the formal processes for dispute resolution when all other means have been unsuccessful, please see Addendum B in the Regulations found at:

<http://www.goarch.org/archdiocese/documents/pdf/2014-06-regulations.pdf>



Start with You



**Strengthen
(Watch Over)
Trust**

Share

Your Story

- Sharing how you prepared and your concerns for a productive discussion.
- Share your story (inferences) on the situation in an way allows the other person to challenge inferences you have made that are incorrect.

Responsibility

- Share what your contribution to the situation might be.. Even if it is just ignoring the issue, or not addressing it.

Strengthen
(Watch Over)
Trust

Shared

Purpose

- Help the parties grasp a common objective, describe it in the broadest, most fundamental terms.
- Gain agreement on the overall interest of everyone involved.

Common Ground

- Help everyone see where they are more alike than different.
- Affirm the role and values of everyone involved.
- ABI – Acknowledge before Inquiry

Make it Safe

Acknowledge Before Inquiry

“The annual festival is going to demand too much of everyone’s time and not return any more income that before if we accept the proposed expansion to a larger facility and event.”

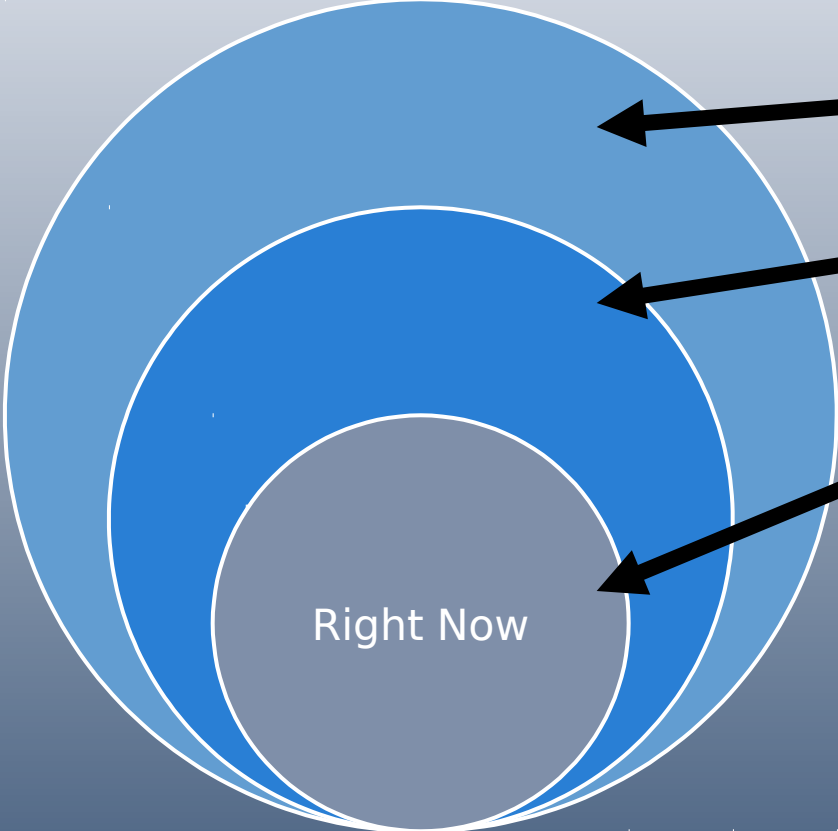
A – If it this expansion is going to consume too much of our time and not result in more income, then we shouldn’t do it! We need to insure the expansion addresses your concern.

I – What makes you think it is going to the extra effort and will not add to our income?

Time Frame
Scope
Permanence

Widen the circle

Vary the strength of the agreement



Or here?

Can you agree here?

If you can't agree here

Stronger	Weaker
Permanent	Provisional
Comprehensive	Partial/Pilot
Final	In Principle
Unconditional	Contingent
Binding	Nonbinding
Agree	Live with it

Make it Safe

Positions vs. Interests

Interests define
the Problems
(Your needs)



For every
Problem there
are multiple
solutions



A position is
nothing more
than just one
solution
addressing your
needs?

To learn their interests?

Ask WHY they are taking their position?

Ask WHY they are NOT accepting your position?

CPR

If you keep having the same conversation over and over, maybe you're having the wrong conversation...

**CONTEN
T**

Happens Once

**PROCESS OR
PATTERN**

Pattern of Behavior

RELATIONSHIPS

Problem is Harming the
Relationship

Who Am I talking about?

With hocked gems financing him, our hero bravely defied all scornful laughter that tried to prevent his scheme. “Your eyes deceive,” he had said. “An egg, not a table, correctly typifies this unexplored planet.” Three sturdy sisters sought proof. Forging along, sometimes through calm vastness, yet more often over turbulent peaks and valleys, days became weeks as many doubters spread fearful rumors about the edge. At last, welcome winged creatures appeared, signifying momentous success.

Context - Association

Gems - Queen Isabella sold the crown jewels

Egg (Round) vs Table (Flat)

Three Sisters - Niña, Pinta, and Santa Maria

Peaks and Valleys - Waves

Edge - Edge of the Earth

Active Listening

- Your brain is quiet, not composing “the answer while your counterpart is talking.
- You don’t interrupt, finish their statements, or wave off further information by agreeing.
- You ask questions.. You’re curious!
- Watch the non-verbals!
- Intent -> Understand their story.

Help people “FEEL” heard!

RRR

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- Rephrase** Restate what you heard so the person can “hear” their statements using different words.
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- Reframe** Reframe what you heard so the person can “see” what they said from a different perspective.
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- Reflect** Reflect the emotional side of the conversation to demonstrate empathy for how they feel.
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BADGER Approach

Beginning

- Overview, Share intentions & story, explain roles/ process/ confidential

Acquire Info

- Perceptions/ learn their story & needs/ check understanding

Define Issue(s)

- Identify main concern/ common ground / share purpose

Generate Alternative

- Generate potential solutions

Evaluate Alternatives

- Workability/ reality check/ prevent disagreements in future

Resolve

- Rephrase agreement or conclusions/ specifics

Lets Practice...



Lets Practice...

Role Play: The unhappy parishioner

- Get into Pairs.
- 3 min to learn your role
- 10 min to act out role play
- 3 min to share with each other
- Then we debrief!

Please do not wander off. Let your
Instructors know where you are at all
times. Thanks

Give Feedback

Look at each of the 8 techniques?

