

# Difficult Conversations



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# There are 5 steps to having difficult conversations:

## Steps 1 and 2 : Prepare

### 1. Prepare by walking through the "3 conversations"

- Content conversation
- Feelings conversation
- Identity conversation

Am I competent?

Am I a good person, student, parent?

Am I worthy of love, this job, ...?

### 2. Check your intention and decide whether to raise the issue



# 5 steps to having difficult conversations

## Steps 3-5 : Have the Conversation

3. Start from the objective “third story”
4. Explore their story and yours
5. Problem-solve



# Key Points in difficult conversations:

- Impact is not Intention
- Always identity issues



# Practice: Enacting Step 1 in pairs

- Think of a difficult conversation and describe the situation
- Describe the 'three conversations' from your own point of view: Content, Feelings, Identity
- Pretend that you are the other person and describe the 'three conversations' from their point of view
- Discuss how it felt with your partner



# Try one out

Notice at DBC and in your life where there are difficult conversations that you are not having... and have one!

