

Having Difficult Conversations

with Marlene Chism



Glossary

Use these terms and definitions below to understand concepts taught in the course.

Transcript Search: Note that you can search for terms directly within the course. To search video text, switch to the *Transcripts* tab, then press Cmd/Ctrl + F on your keyboard to run a search within the active transcript.

Term	Definition
confirmation bias	The act of interpreting an event as a confirmation of your existing beliefs about the event
generalizing	Formulating general ideas from specific instances, such as by using words like “always” and “never”
narrative	The stories we tell ourselves
patterns	Repeated conscious or unconscious ways of doing things
power structure	The hierarchy of power among a group of people in an organization
radical listening	An act of self-discipline involving listening while controlling your urge to be right, to be understood, and to win