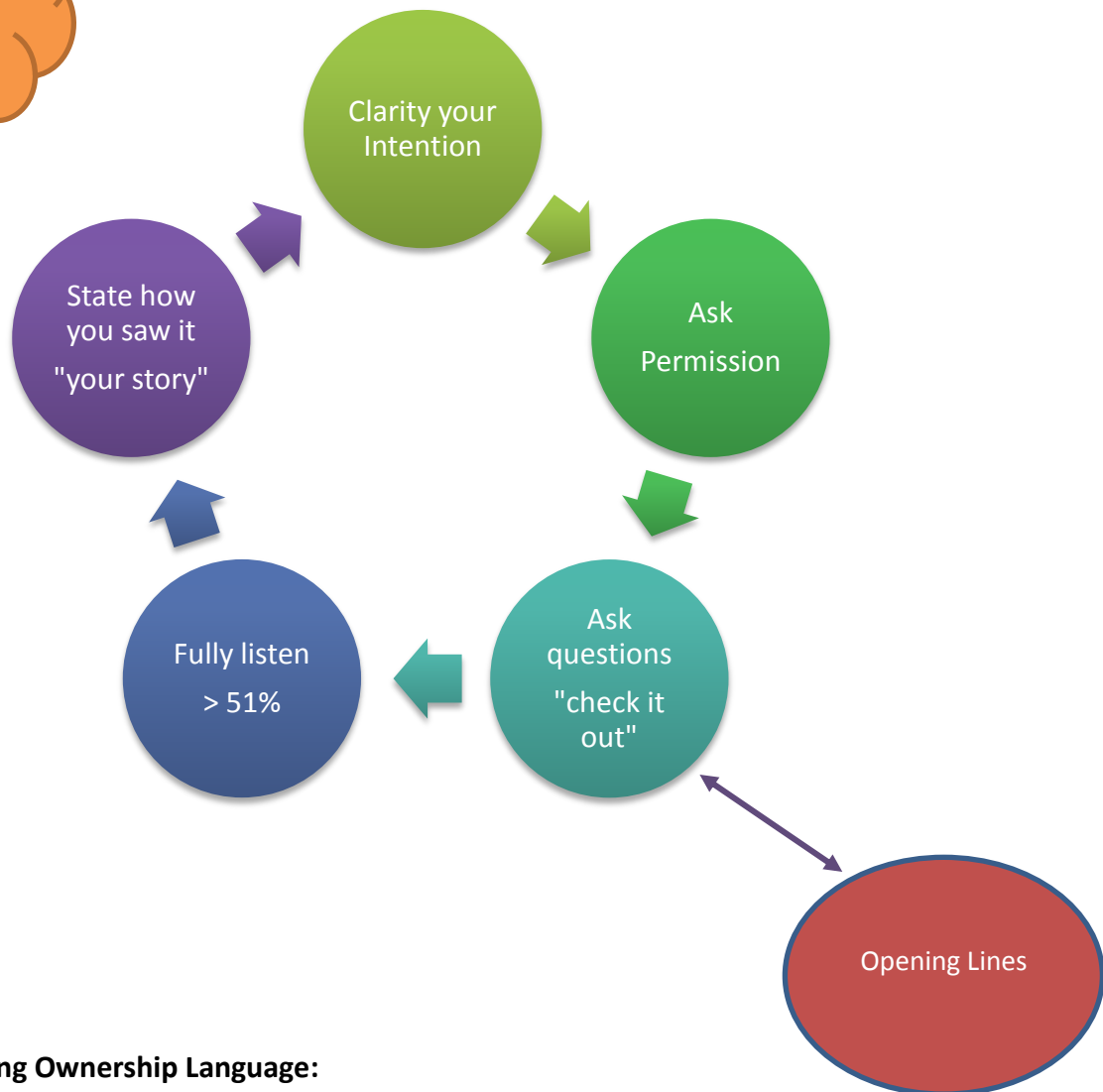


Based on
Win/Win

FIVE “HOT TIPS” to help YOU handle
challenging conversations.

“THE EFFECTIVE COMMUNICATION MODEL”
(Ladder of Inference)

Use “I”
language



Commit to using Ownership Language:

- Ownership language is using “I” statements.
- Examples: I have a concern about how our team is operating that I would like to share with you. I would like to get your perspective on something. I have something that is bothering me. I am feeling challenged.

State your intention:

- Commit to an intention that is based on **win/win**. How can your team member experience a win (benefit to them) and how you can experience a win (benefit to you).
- Get clear on your intention and communicate this to the other person - be genuine with this.
- Examples: I care about how our team is performing. My working relationship with you is important. I want to clear the air. Our team is important. I care about you. I want to improve my communication skills. I want to learn how to handle conflict better.
- **NOTE:** If you want to have this conversation to prove how “right” you are, or how the other person is at fault, or to dump on them, the interaction will probably not be successful and could worsen the atmosphere. (If so...STOP!! Get some support; talk with a fellow student, an instructor, or your team coach).

Get permission:

- Set the stage for success with the other person, build trust and respect by asking for and getting permission to talk about your concern.
- Examples: Would you be willing to talk to me about this? Would now be a good time? I am wondering if I could talk to you about a concern I have – when would be a good time?

Listen > 51% of the time (we have two ears and one mouth for a reason):

- Listen to understand the other persons point of view not just to justify yours
- Use “active listening”, for example: I think this is what you are saying _____, is that correct? I am not sure I fully understand all of what you are saying, this is what I heard _____, did I miss anything?

Stay away from:

- Blame
- Revenge
- Ultimatums
- Withdrawal techniques
- Leaving the conversation unfinished

Opening Lines:

- Can you tell me more about how you see this?
- I am thinking you see things this way, is that true?
- I want to understand your view on the situation, what leads you to believe ___?
- In order to more fully explore this situation, I would like to share how I see this.
- When you said (*example*) I had the impression you were feeling (*fill in the emotion*). If so, I’d like to understand what upset you. Is there something I have said or done?
- This may be more my problem than yours, but when you said (*give example*) I felt..... Am I misunderstanding what you said or intended?
- I want to clear something up with you.

- I would like to check something out with you.

Determine a next step:

- What needs to be done from here?
- What would work better in the future?
- I would like to hear, see, or know.....
- What do you see as an action that we can take from this point forward?

A simple formula:

- Ownership language
- Intention
- Permission
- Ask Questions
- Provide your story
- Ask Questions
- Clarify intention
- Ask Questions
- Next Steps