

# SEVEN STONES

LEADERSHIP



Mastering difficult Conversations  
Created for  
For Chirobloom Tele- Class  
Led by Jennifer Cohen  
4/13/11

## Mastering Difficult Conversations

What is happening in Conversation?

- Data
- Feeling
- Story

Pitfalls in having conversations

- Truth: Thinking we know it and they don't. Thinking the truth is what counts.
- Intentions vs. Impact: We get confused about these often. We think our good intentions excuse the impact we have had. They do not. We have to be accountable for both.
- Blame: Well, it is not so helpful when attempting to resolve conflict. Blaming is akin to putting lighter fluid on a fire.
- Being Right: As much as we love it, it does not support us having conversations that work. Someone I know once said, "You can be right or you can be happy. Choose." When we get caught in being right we are unlikely to have a conversation end well.

New opportunities

- Learning stance: When we bring our honest curiosity to a conversation there is a chance of it working well for both parties.
- Compassion: This is good stuff, elixir for people feeling heard, cared about and cared for and when this is present people are able to do courageous things in conversation.
- Seeing your part in the matter: Like it or not, it takes two to tango. When we are willing to own our part in a situation, even if it's hard to see, this opens up the conversation.
- Knowing that your own intentions are complex and theirs are too. This is human.

\* Many distinctions taken from the book *Difficult Conversations: How to Discuss What Matters Most*. By D. Stone, B. Patton, S. Heen