SHARE YOUR FACTS

- “Facts are facts”
- Facts do not insult
- Facts are more persuasive than “feelings”
- Starting with feelings or stories can easily lead to defensiveness

TELL YOUR STORY

- Facts by themselves do not always paint the full picture
- The story articulates why the facts are a concern
  - It leads me to conclude…
  - I believe that…
  - I start to think that…

ASK FOR THE OTHERS’ PATH

- There are often facts we do not have
- Be humble as your assumptions may be inaccurate
  - How do you see it?
  - Can you help me better understand?
  - What’s your view?

TALK TENTATIVELY

- Tell your story as a story, not as a fact
- Avoid absolutes
  - The fact of the matter is…
  - The only reasonable option is to…
  - That’s a dumb idea…
• Allow room for other stories to be shared
  ▪ In my opinion…
  ▪ I’m wondering if that example applies…
  ▪ Maybe it would make more sense to…

ENCOURAGE TESTING

• Sincerely invite different opinions
• **Make it safe for others to react to your facts/story**
• If your goal is to compel or control, you will not be successful resolving issues

SCENARIO

Think of a real conversation you are avoiding, or a conversation you are holding that is not going well. Role play through how the conversation should be held

**SHARE YOUR FACTS**

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**TELL YOUR STORY**

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ASK FOR THE OTHERS’ PATH

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TALK TENTATIVELY

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ENCOURAGE TESTING

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THE KEYS TO HOLDING PRODUCTIVE CONVERSATIONS

● Recognize and understand when a conversation turns difficult – opposing opinions, strong emotions, high stakes
● Decide ahead of time how you will act in the moment
● Use your STATE skills to navigate – all the while watching your tone, body language, and choice of words
● Hold yourself and those you converse with accountable