

Making Difficult Conversations Work Practical and Effective Strategies

By

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The Protocol for Difficult Conversations: Steps in the Process

- 1. Reaffirm your commitment to a positive relationship.**
- 2. Identify the issue in a nonthreatening manner.**
- 3. Ask for what you need from the other person.**
- 4. Seek mutual agreement on what will solve the issue, moving forward.**
- 5. Commit to moving forward with the agreement in the present and future.**
- 6. Check back afterwards on the progress you are making of any additional changes that are needed.**

A Few Additional Considerations

Commitment is a DECISION, not a feeling. You decide to move forward in the present/future.

Remember to move from judgment to DISCERNMENT with respect to the other person. Seek understanding.

The process is a two-way street. You have the courage to address issues that arise for the good of the relationship. You will also be called upon to listen actively and reach agreements when someone comes to you with their concerns. Together, you have the ability to chart a better course for your relationship.

Operate with a clear understanding of the difference between impact and intent.

