

5 Steps to Navigate through Tough Moments



1. Safety First

Signs that Now Isn't the Time to Speak:

- You are 100% certain that you are 100% right and they are 100% wrong
- You can feel your emotions more clearly than you can hear your thoughts
- You don't have a positive purpose for the conversation

Keep Calm and Go Green

1. Be gracious
2. Close your mouth, open your ears
3. Be friendly, warm, relaxed
4. Perform whatever mental exercises you need to, to create internal calm, patience, stability

Keep Calm and Count to 10

- 1...2...3 "How will they see me?"
- 4...5...6 "What can I fix?"
- 7...8 "Breathe and wait"
- 9...10 "Count again?"

2. Unconditional Positive Regard

Why Show Unconditional Positive Regard?

- Because we're all human
- Because I would like to be treated with grace
- Because they probably deserve it

Remove Conditions: Fix Your Story

- How would an outsider (someone who is not me, not them) see this?

Remove Conditions: Find a Good Truth

- Separate the person from the offending behavior

3. Common Purpose

Common Purposes You Might Find

- To co-exist in the same space peaceably
- To unite against a common foe To heal or restore a relationship
- To build or make something together
- To serve a third person, party, or greater good

State the Common Purpose Clearly

1. Positive value, facts and data about our common purpose
2. Specific examples of our common purpose
3. Concrete action we can take together

Use this table as a reminder to think about the situation from both sides to help you find the common purpose.	What's in it for Person A?	What's in it for Person B?
	Common Purpose	



Navigating through Tough Moments Tools and Techniques

4. Candor

Reality Check

- We've all got stuff
- It's possible that we're both at least a little right
- We can agree to disagree and still value each other
- Feedback is a gift

"Life's most persistent and urgent question is, 'What are you doing for others?'"

-Martin Luther King, Jr.

To Give Feedback: Go for A RIDE

1. Ask permission first
2. Re-set the scene
3. Itemize the actions
4. Describe the effect
5. Explain next steps

To Receive Feedback: Say Thanks

1. Listen
2. Say "Thank You!"
3. Stay calm

5. Effective Communication

Communication Principles

- Success is directly linked to effective communication.
 - It's Critical
- Effective communication doesn't come easily to most of us.
 - It's Hard
- Communication is an exchange, therefore requiring two or more participants.
 - It's *not about me*

Plan Ahead for Difficult Conversations

- THINK
 - about how you can adjust words, language, speech patterns
 - about how you will prepare the environment
- PLAN
 - your body language, nonverbal cues, time and tempo
 - for risks and responses (from them and you)
- PRACTICE
 - with a mirror or a friend
 - until it feels natural

The Platinum Rule of Communication

Communicate unto others as they would have you communicate with them.

Listen Actively in the Moment

Content Listening

- What words did they use?
- What should I "paraphrase"
- Are we still on topic?
- Is there content that needs to be called out?
- Are we making progress?

Process Listening

- Are there any distractions to eliminate?
- Are we both still engaged?
- What non-verbals are people giving off?
- Is it still safe?
- Do we need a break?
- Is this discussion still helpful?