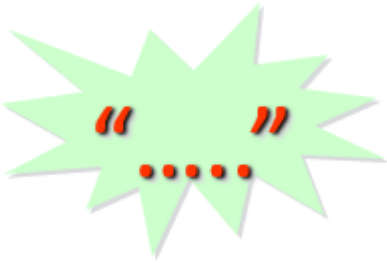


# Easy and Effortless Difficult Conversations



## 1. Share your viewpoint so they will listen.

- Know your opinion or viewpoint
- Be assertive when you speak your viewpoint
- Use assertive body language and tone of voice
- Be respectful



## 2. Listen with intent to understand

- Listening is how you learn
- Refrain from being judgmental or critical
- Try not to interrupt
- Use empathic listening skills



## 3. Ask Questions to uncover viewpoints/root causes

- Make questions clear and focused
- Ask neutral questions
- To get information, ask open-ended questions
- Avoid "yes" or "no" closed ended questions



## 4. Clarify so both agree on meaning

- A shake of the head means they heard you – not that they understand
- Interpretations of the same sentence may vary
- Reflect or mirror back to them their words
- Clarify throughout as needed and always at the end