3 Steps for Navigating Difficult Conversations

1. Establish a Collaborative Goal
   When you hear something that gets under your skin, remember you can decide how to respond.

   When you notice signs that you’re starting to get riled up:
   - Press pause
   - Take a deep breath
   - Establish a collaborative goal

   Getting clear on your goal will help you guide the conversation in that direction.

2. Get Curious
   Rather than telling the other person why they’re wrong, begin by asking questions for understanding.

   By doing so, you’ll:
   - Make the other person feel heard, which will make them more likely to hear you out
   - Get a deeper understanding of why they believe what they believe
   - Be better positioned to communicate your view in a way that resonates with them

3. Tell a Story
   Instead of attacking the other person's position, or trying to prove them wrong with facts, tell a personal story.

   Think of a story from your personal life that:
   - Conveys empathy and emotion
   - Explains why you hold your view