

How to Have a Hard Conversation

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Definitions:

- What kind of conversations are we talking about? Examples
- And why are they so difficult?
- Fear the outcome?

Compounding Factors:

- Relative Power
- Relationship
- Stakes
- Relationship v. Stakes
- ?

Steps to Take

Step 1 – Examine the Situation and yourself

- Why I am being hesitant in this situation?
 - Relationship?
 - Relative Power?
 - Stakes v. Relationship?
- Do I have a compelling reason to confront the issue? Is it worth confronting?
- Delaying will typically only make it more difficult to address/confront later.

Step 2 – Decide on a Course of Action – what to do next

- Things to keep in mind:
 - Anticipate the reaction (emotions)
 - Understand the facts in observable terms
 - Facts v. Emotion
 - Rogers Rules

Step 3 - Act

- Do your best to be level-headed and follow your plan
- Avoid emotional triggers
- Avoid the thinking instead of listening error (listen, listen, listen)
- Separate content from emotion - repeat

Questions???