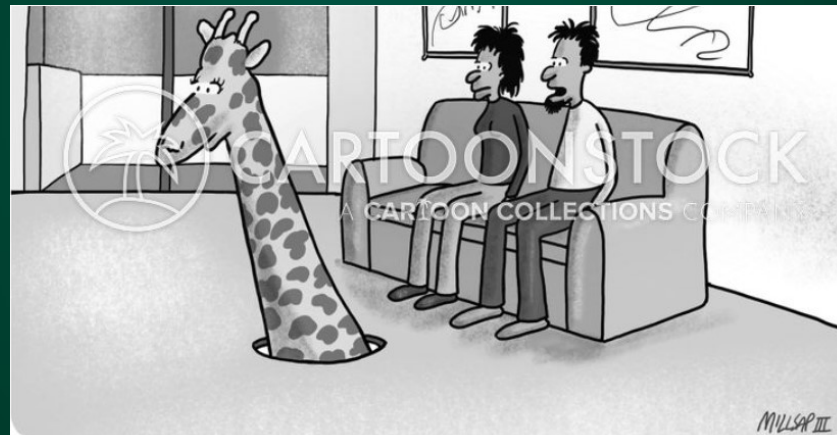


NDSU NORTH DAKOTA
STATE UNIVERSITY

STUDENT FOCUSED • LAND GRANT • RESEARCH UNIVERSITY

Having the Conversation...

Shannon David PhD, AT



*"I know it's not an elephant, but we
still need to talk about it."*

Land Grant Statement

We collectively acknowledge that we gather at NDSU, a land grant institution, on the traditional lands of the Oceti Sakowin (Dakota, Lakota, Nakoda) and Anishinaabe Peoples in addition to many diverse Indigenous Peoples still connected to these lands. We honor with gratitude Mother Earth and the Indigenous Peoples who have walked with her throughout generations. We will continue to learn how to live in unity with Mother Earth and build strong, mutually beneficial, trusting relationships with Indigenous Peoples of our region.

Disclosure Statement

- I do not have any conflicts or financial disclosures
 - Crucial Learning – Crucial Conversations Trainer
 - Working Genius Trainer

Objectives

1. Participants will have a template as they prepare for a difficult conversation.
2. Participants will feel more confident as they engage in difficult conversations.

Discussion

- How many have had at least one difficult conversation in a day?
- Who has been thinking about a difficult conversation that they need to have?

What does difficult conversation actually mean?

PollEv.com/sdavid770

Audience texts SDAVID770 to 37607 to join the session, then they text a response.

Difficult Conversation

- “Anything someone does not want to talk about” (Stone, Patton, & Heen, 1999)
- “A difficult conversation is a conversation that is emotionally challenging or uncomfortable. It often involves discussing a sensitive or delicate topic involving conflict, disagreement, or hurt feelings.” (Gurteen)



Consequences



WHAT IS THE IMPACT OF THESE CONVERSATION FAILURES?

HALF OF OUR RESPONDENTS WASTE SEVEN DAYS OR MORE AVOIDING CRUCIAL CONVERSATIONS.



THEY ESTIMATE THEIR AVOIDANCE COSTS THEIR ORGANIZATION AN AVERAGE OF \$7,500 PER CONVERSATION IN LOST TIME AND RESOURCES.



Start With Heart

1 WORK ON ME FIRST

You will benefit by improving your own approach to dialogue. The only person you can work on is yourself.

2 STAY FOCUSED

Begin high-risk discussions with the right motives. Stay focused no matter what happens. Know what you want and don't make Sucker's Choices.

3 REFOCUS YOUR BRAIN

Examine your motives. Ask yourself what you really want. Once you call into question the shifting desires of your heart, you can make conscious choices to change them.

4 RETURN TO DIALOGUE

Stop and ask yourself questions that return you to dialogue. What do I really want for - myself, for others, for the relationship? How would I behave if I really wanted these results?

STYLE UNDER STRESS

<https://www.vitalsmarts.com/styleunderstress/>



Your Style Under Stress™ Results

UNDERSTANDING YOUR RESULTS

The Style Under Stress assessment measures two areas: Your style under stress, and your dialogue skills.

Your Style Under Stress™ Score indicates how likely you are to move toward silence (masking, avoiding, or withdrawing) or verbal violence (controlling, labeling, or attacking)

How often do you move towards silence?



Silence Score Breakdown

- Masking: 3
- Avoiding: 1
- Withdrawing: 1

Starting Out?

Start with these two principles:

1. Learn to Look

1. Silence

2. Violence

2. Make it Safe

master MY STORIES

FIND A WAY TO CONTROL YOUR STORIES

- 1) NOTICE YOUR BEHAVIOR.
- 2) GET IN TOUCH WITH YOUR FEELINGS.
- 3) ANALYZE YOUR STORIES.
- 4) GET BACK TO THE FACTS.
- 5) WATCH FOR CLEVER STORIES.

RETHINK OR RETELL YOUR STORIES TO MASTER YOUR EMOTIONS AND YOUR CRUCIAL CONVERSATIONS.

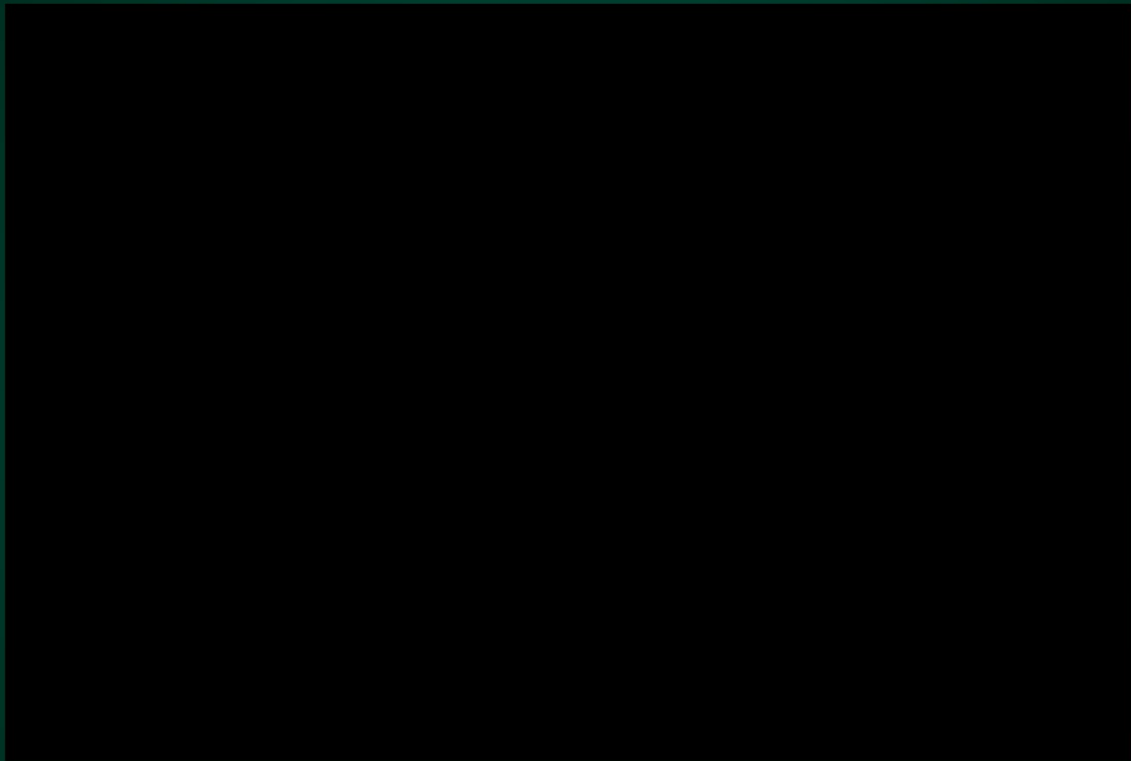
Facts versus Stories

- Facts
 - See & hear
- Stories
 - Often include emotions



Conscious
Leadership Group

How to Distinguish Facts from
Story to Boost Productivity



“Template”

1. Permission for the conversation
2. State the facts
3. How did this feel
4. Invite them into the conversation

Goals of the Conversation



Create a Safe Environment

Get *everyone* talking

Come to a shared conclusion

What Would You Do?

You work with someone who is consistently late – not extremely late, but late enough to cause you, and others who rely on him, to worry. Today he was supposed to get everything set up and reach for the big presentation and he didn't get things setup until five minutes before the start time. And the arrangement of the setup was completely different from what you had agreed on the day before. There's no hard-and-fast rules for these types of things, and when you've brought up similar issues in the past, he has tried to joke with way out of it, or he has responded with things like, "Listen, I got it done, didn't I? Just calm down – it's not that big of a deal." But to you it is a big deal. And to make matters worse, he often walks away right in the middle of a conversation. You are not sure you can trust him to come through.

Reflection – Create a template
of how you plan to start your
conversation



Thank you!

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