

DISAGREEMENT CONVERSATIONS

PREPARE

This helps us show up as our best selves.

- + How do I want this person to feel after the conversation?
- + What is it that I want to say? (3-5 bullet points)
- + What do I know about this person's communication style?
- + How can I adjust my own communication accordingly?
- + What is my responsibility in this scenario?
- + What do I think the intention of the decision, action, etc. that I disagree with was?



BUILD RAPPORT

Establish intention and willingness to participate.

DO SOME DISCOVERY

Seek first to understand, and then to be understood. The more we ask questions and eliminate assumptions the more effectively we can find a solution. It's possible there are factors that we are not aware of in the scenario.

MAKE A RECOMMENDATION

Now it is time to use our prepared talking points. You should always come to a difficult conversation with a proposed solution in mind. Don't forget to bring any supporting information!

ADDRESS CONCERNS

Naturally, there will be hesitations about your recommendation. Use a process that allows you to slow down the "volley" and respond in a way that decreases defensiveness.

1. **CLARIFY** Tell me more about that...
2. **CUSHION** That makes sense to me...
3. **ADDRESS** I believe that...

CLOSE AND MOTIVATE

Once you come to a consensus, confirm understanding and next steps.

DISAGREEMENT CONVERSATION IN ACTION

Use this sheet to prepare for your next disagreement conversation.

PREPARE

1. I want this person to feel:
2. Their communication style is:
3. I can adapt for their communication style by:
4. I want to communicate the following points (remember, we're proposing solutions!)
 - +
 - +
 - +
 - +
 - +

OPENING RAPPORT

DISCOVERY QUESTIONS

MY RECOMMENDATION

ADDRESS CONCERNS

- + Expand:
- + Cushion:
- + Address:

CLOSE AND MOTIVATE