

Sometimes Small Conflicts and Transgressions...

Can Turn Into
Huge Issues Over Time



What Makes This Difficult?

What keeps you from having challenging conversations?



Why Does This Matter?

- Maintaining high quality connections at work leads to higher levels of well-being in the workplace
- Understand that people treat people of authority differently
 - The Milgram experiments
- When not having all the information puts security at risk
- Not sharing information puts limits on innovation
- Attribution Error




Emotions: A Matter of Choice


- Other people don't make you angry or upset...
- **YOU** make you angry or upset
- It's scientifically proven healthy adults can choose their emotions by controlling their thoughts



Breadth of Momentary Thought-Action Repertoires



Negative Emotions
NARROW



Positive Emotions
BROADEN

	Negative Emotion	Positive Emotion
Example	Anger, fear, disgust, sadness	Joy, happiness, love, hope
Message	Something is wrong	Everything is fine
Impulse	Wanting to escape, hide, attack.	Wanting to play, explore, socialise.
Options	Few, narrow options aimed at keeping us safe	A lot of options aimed at letting us grow
Consequence	Narrow a person's options and abilities of how they can deal with a situation.	Broaden a person's options and abilities of how they can deal with a situation.

Negative Emotions Narrow Thought-Action Repertoires



FIGHT



FLIGHT

When you need to have a difficult conversation
which do you choose?

What the research says about what stresses us out the most... Threats to...



Social Status



Autonomy



Relatedness



Certainty



Fairness

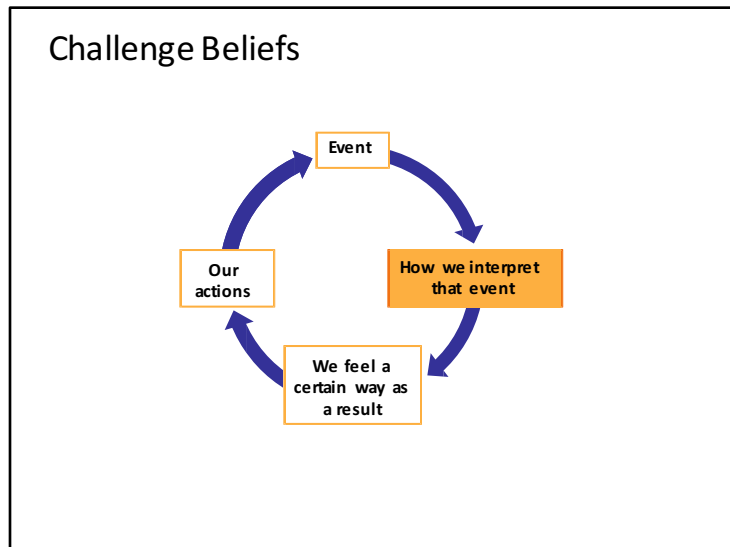
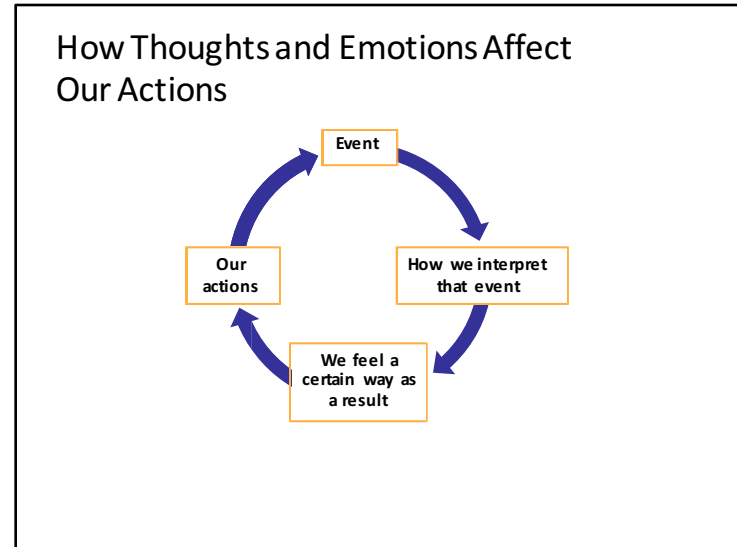
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What happens when you treat monkeys unfairly?

Capuchins reject unequal pay

w/ Dr. Sarah Brosnan

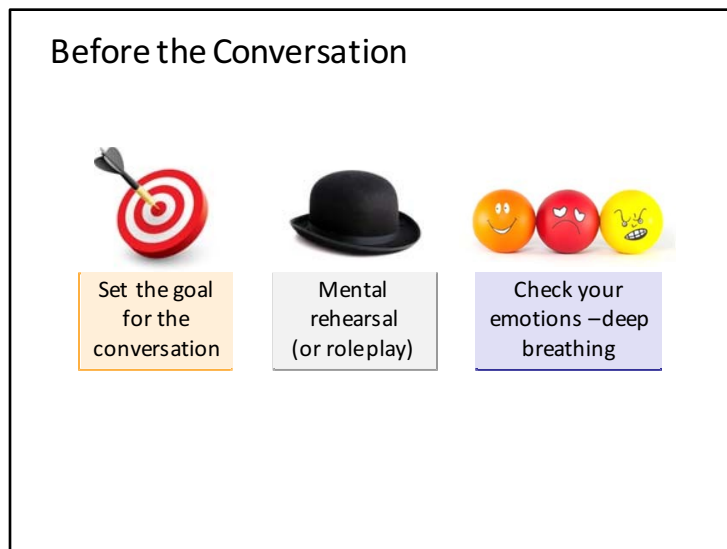
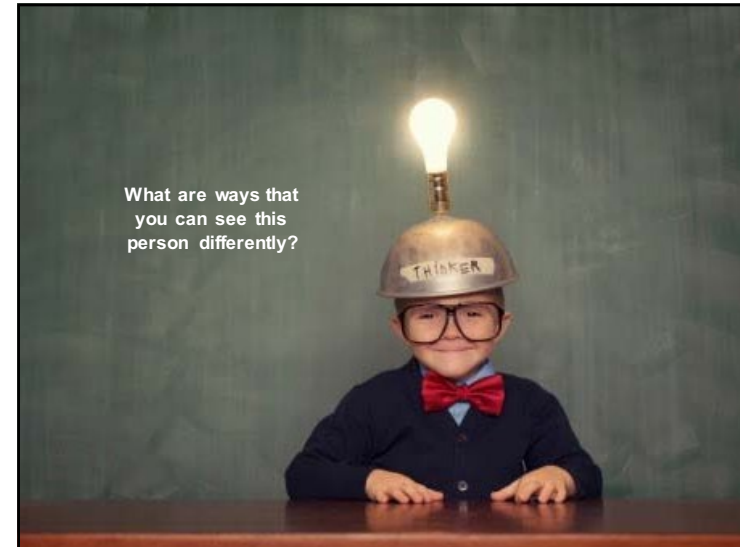
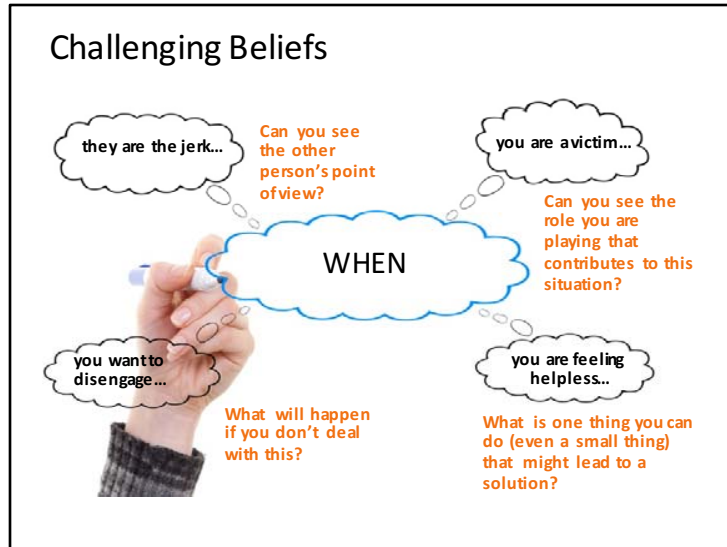
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Common Beliefs

- All or nothing thinking
- Overgeneralization
- Mental filter
- Disqualifying the positive
- Jumping to conclusions
 - Mind reading
 - The Fortune Teller error
- Magnification
- Emotional reasoning
- Should statements
- Personalization
- Labeling

Reference: Feeling Good by David Burns



During the Conversation

- Create a positive respectful environment
 - Apologize
 - Contrasting
- Find common ground
- Always in private and in person – not by email or phone


Approaching the Conversation Step-By-Step

- S** Focus on the **Solution**
 - What is the win/win?
- O** Take **Ownership**
 - What is your contribution to this issue?
- W** **Walk** in their shoes
 - Listen to their side of the story
- S** **State** your point of view
 - Be clear and positive about what you need
- A** **Agree** to a plan of action
 - Be specific and set a date to follow up

Exercise

- Think of an upcoming difficult conversation you're going to have in the near future
- Role play scenario with your partner using SOWSA method



 15 minutes

