

This is a brief summary of my PLI course

When entering into any crucial conversation.....

1. Start with the Heart

- what results do I really want not just for me but for other, the relationship, the organization....

2. Master my stories

- don't make assumptions about what others are feeling as it is more likely that we will generate negative stories which generate feelings which move us to hold grudges
- be sure to separate fact from stories

3. State my path

- share your tough message in the following way:

STATE

S - Share your facts (I noticed that....., I was expecting.....)

T - Tell your story (I believe that....., It leads me to conclude that...)

A - Ask others' path (how do you see it....., What is your view of this.....)

T- Talk tentatively (remember there are no absolutes, there is always another side to a story)

E - Encourage testing (welcome other opinions in the dialogue, if you hold your opinion

4. Make it Safe

- People rarely become defensive about what you are saying (content)

- People become defensive because of WHY they think you are saying it (your intent)

So, when you notice that the other individual is moving to silence or violence then stop the conversation and restore safety. You could apologize if needed or use words like "I meant....., I should have said....., I would like to clarify

5. Explore the Other's Path

- remember in every conversation that the intent is to understand the other person's point of view

- ask questions to clarify this

- this will help to identify common goals

- reduce the chance of making them defensive

- establish a mutual foundation of trust in the conversation

6. Move to Action

- after any conversation that is crucial followup with documentation to ensure agreed direction/goals

- agree to f.up in the near future