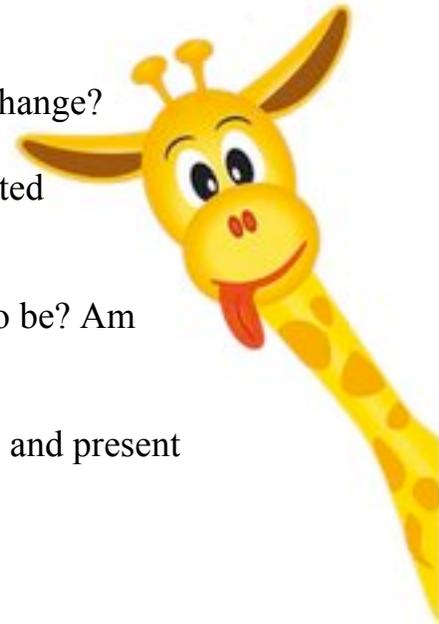


Guiding Questions

1. What is my intention and overall objective with respect to this exchange?
2. Optimally, what would I like to achieve and have I clearly articulated my vision to the other person?
3. What would I like the other person's experience of the exchange to be? Am I proceeding in a manner where this would be evident to them?
4. Am I willing to set aside my agenda so that I can be fully attentive and present to what the other person is expressing?
5. Am I willing to be influenced by what the other person expresses?
6. Am I as open to understanding the other person's perspective and experiences as I am in sharing my own?
7. Am I taking anything personally? If so, what am I doing about it?
8. To what degree, if any, is this conversation charged with emotions that are unrelated to what is being discussed? (for example, unresolved issues from the past)
9. If there are in fact unresolved issues, am I willing to take responsibility for them and bring them out into the open for resolution?
10. If I sense the conversation is moving away from a mutually productive outcome, how will I address it?
11. We often label conversations where differences of opinion are pronounced or where exchanges have resulted in disconnection as "difficult conversations". Does seeing a conversation as "difficult" affect how we approach the conversation? Is there more to the story than our labelling it as "difficult"? What other terminology might we reference and include as we approach such conversations?



Let's discuss this ..

