



Agenda

- Welcome (2 mins)
 - o ZenCEO, Agenda
- Body Scan Meditation (10 mins)
- 3 P's of Effective Communication (25 mins)
- Group Break Out (15 mins), will give you 5 minute and one minute warning.
 - o Who you are
 - o Where you are based
 - o What you do
 - o Share Difficult Conversation success in applying these techniques or conversations that went wrong and where you see these techniques would help
- Return to main room, questions
- Wrap up (5 mins)
 - o Newsletter
 - o Coaching Services
 - o Feedback
 - o Next Session
- Return to break out group for additional networking and swapping contact info (10 mins)

The 3 P's of Effective Communication

Communication is the key to human relationships and the primary means to our interconnectedness. Conversations are the most ancient, most common and most used forms of communication. To master conversation is to connect with others in a more fuller and complete sense. This mastery brings success in both business and your personal life. Its the difficult conversations that we struggle most with.

To help in dealing with difficult conversations, whether its reprimanding someone, confronting them on a touchy subject or a relationship issue on the personal side these tips will help take you take a ZenCEO approach and make you a more effective communicator.

Be Prepared

- Centered
- Reverse Roles, consider gender, culture, narrative
- Play out the conversation
- Imagine the desired outcome
- Do not judge (beware of emotions) or oversimplify
- Remember the 3 parts of a conversation, What Happened, Feeling and Identity.
- Take the observer 3rd person stance



- Seek trusted advisor but make sure to update them after

Be Present

- Eliminate Distraction, Internal and External
- Watch your breathing
- Watch your body
- Be mindful of emotion it will creep out if not addressed
- Listen and repeat what they say
- Make sure they are listening and confirm that they understood you
- Remember Facts, intention and feeling
- Pay attention to body language (Dr. Paul Ekman)

Be Patience and Persistent

- Read between the lines, sometimes we don't say what we mean – because of emotion and ego
- Make sure that your objective is met while being considerate of the other person.
- Redirect attacks, do not retaliate
- Show compassion, the other person may not be as well prepared
- Think long term, if what you have to say may cause temporary pain. Remember pain can lead to understanding.
- Know when to use awkward silence
- Take third person stance or use a mediator if needed
- Its okay to agree to disagree
- Know when to walk away

Fourth P..... PRACTICE! Avoiding difficult conversations will only make them that much harder.

Additional Resources

- Body Language training: <http://face.paulekman.com>
- "Difficult Conversations" Book Amazon link: <http://www.amazon.com/Difficult-Conversations-Discuss-what-Matters/dp/014028852X>
- Failure to Communicate, Men and Women : <http://zenceo.com/communication/failure-to-communicate-men-and-women/>
- Difficult Conversations First workshop: <http://zenceo.com/resources/difficult-conversations/>



Source: *Difficult Conversations*, by Stone, Patton, and Heen; p 18-19

Conversation	A Battle of Messages	A Learning Conversation
<p>The "What Happened?" conversation. Challenge: The situation is more complex than either person can see</p>	<p>Assumption: I know all I need to know to understand what happened</p> <p>Goal: persuade them I'm right</p>	<p>Assumption: Each of us is bringing different information and perceptions to the table; there are likely to be important things that each of us doesn't know</p> <p>Goal: Explore each other's stories: how we understand the situation and why.</p>
	<p>Assumption: I know what they intended</p> <p>Goal: Let them know what they did was wrong</p>	<p>Assumption: I know what I intended, and the impact their actions had on me. I don't and can't know what's in their head.</p> <p>Goal: Share the impact on me, and find out what they were thinking. Also find out what impact I'm having on them.</p>
	<p>Assumption: It's all their fault. (Or it's all my fault.)</p> <p>Goal: Get them to admit blame and take responsibility for making amends.</p>	<p>Assumption: We have probably <i>both</i> contributed to this mess.</p> <p>Goal: Understand the contribution system; how our actions interact to produce this result.</p>
<p>The Feeling Conversation. Challenge: The situation is emotionally charged.</p>	<p>Assumption: Feelings are irrelevant and wouldn't be helpful to share. (Or, my feelings are their fault and they need to hear about them.)</p> <p>Goal: Avoid talking about feelings. (Or let 'em have it!)</p>	<p>Assumption: Feelings are the heart of the situation. Feelings are usually complex. I may have to dig a bit to understand my feelings.</p> <p>Goal: Address feelings (mine and theirs) without judgments or attributions. Acknowledge feelings before problem solving.</p>
<p>The Identity Conversation Challenge: The situation threatens our identity.</p>	<p>Assumption: I'm competent or incompetent, good or bad, lovable or unlovable. There is no in-between.</p> <p>Goal: Protect my all-or-nothing self-image.</p>	<p>Assumption: There may be a lot at stake psychologically for both of us. Each of us is complex, neither of us is perfect.</p> <p>Goal: Understand the identity issues on the line for each of us. Build a more complex self-image to maintain my balance better.</p>