

Listening to Understand (Difficult Conversations)

Ask Yourself

1

When you are trying to have a difficult conversation with somebody, do you schedule a meeting in advance, instead of confronting them immediately?

NO

Complete the "[Time and Place](#)" tutorial

YES

2

When you are having a conversation with somebody, do you take turns speaking and make eye contact to show them you are listening?

NO

Complete the "[Active Listening](#)" tutorial

YES

3

When you are having a difficult conversation with somebody, do you use the "5 Whys" and other Deep Listening strategies to get more of their story?

NO

Complete the "[Deep Listening](#)" tutorial

YES

4

When you are having difficult conversations, do you identify the other person's deeper needs and goals?

NO

Complete the "[Determining Other's Needs](#)" tutorial

YES

5

When you are having a difficult conversation, do you come up with clear, compromise solutions that allow both sides to get what they want?

NO

Complete the "[Making a Compromise](#)" tutorial

YES

6



Move on to "Your Choice" time