Speaking to be Heard (Difficult Conversations) Ask Yourself 1 When you are upset (angry, sad, Complete the "Basic Coping hurt), do you calm yourself down Skills" tutorial immediately before moving forward? 2 When you are having a disagreement, do you Complete the <u>"Body Language</u> consistently control your body language and and Tone" tutorial tone in a way that makes the other person feel relaxed and open to listening? 3 YES When you are having a disagreement, do you Complete the <u>"Accountable</u> consistently control your verbal language in a way that Talk" tutorial makes the other person feel relaxed and open to listening? YES 4 Complete the "Identifying Needs" When you are upset, are you able to clearly <u>tutorial</u> identify your needs and goals in the moment? YES 5 Complete the "Communicating When you are having a difficult conversation, Needs" tutorial are you able to clearly communicate your needs and goals to the other person? YES 6 Complete the "Initiating Difficult When you are bothered (frustrated, sad, hurt) by Conversations" tutorial something somebody else is/is not doing (or did/did not do), do you talk to them in person about it within 2 days? YES **Move on to Listening to Understand**