CONVERSATION TOOLBOX

CONVERSATION ATTITUDE

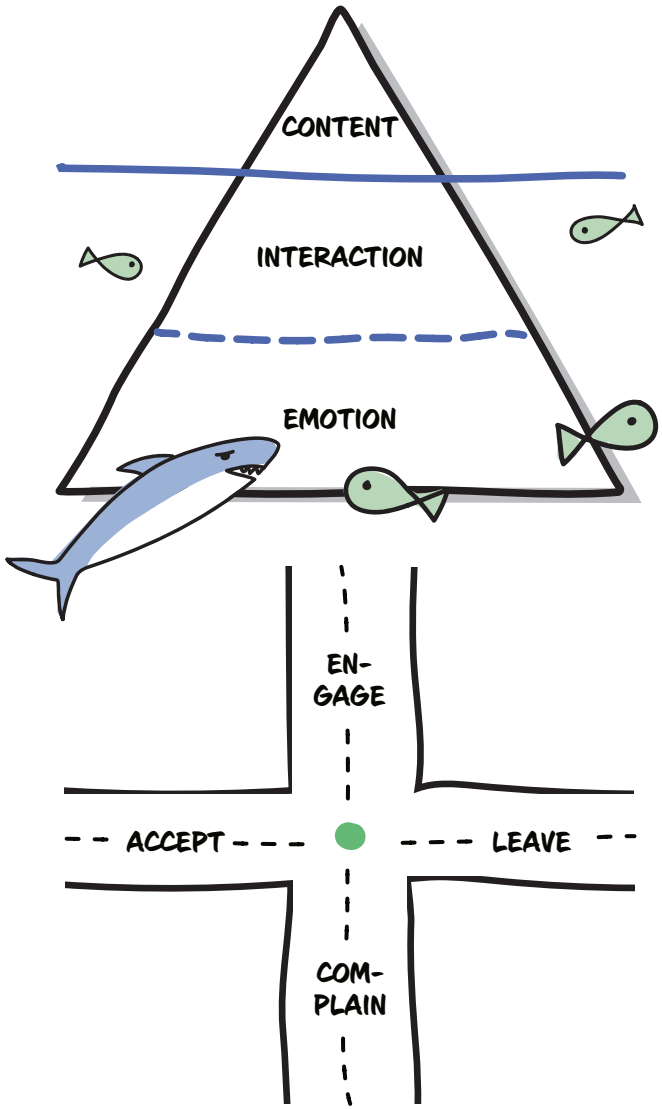
I = OK + YOU = OK equal conversation	**I = OK + YOU ≠ OK** patronising conversation
I ≠ OK + YOU = OK submissive conversation	**I ≠ OK + YOU ≠ OK** depressing conversation

START A CONVERSATION

GOAL	*We meet today because ... . / The aim of this meeting is ... .*
ROLES	(when unclear): *From my position of ... .*
AGENDA	*I would like to discuss ... .* *What is on your agenda?*
PRACTICALITIES	*I propose the following order: ... .*

DEALING WITH RESISTANCE

STIMULATE	Encourage all points, worries and objections to be said.
HONOR	Show interest, empathy and compassion.
IDENTIFY	Have the other person indicate possible solutions.
FACILITATE	Discuss how you can contribute to these solutions.
TEST	Check whether this settles the situation - if not, start over.



ESCALATION STEPS



CONFRONTING EXIT-MEETING

CONFRONTING	Repeat earlier feedback & announce upcoming 'exit'.
EXIT-MEETING	Explain why you end the collaboration.

GIVING FEEDBACK

BEHAVIOR	Objective observation: *I see... /* *I hear...*
CONSEQUENCE	Name the consequence: *As a result, ... is happening.*
IMPACT	Share your emotions: *This makes me feel ... .*
DESIRE	State what you do want: *I propose ... .*

BEING TRANSPARANT AND COMPLIMENTING

BEING TRANSPARANT	State what you want, why, and how if necessary.
COMPLIMENTING	Appreciate what is done/ going well.

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