

Navigating Challenging Conversations

Rancho La Puerta

Presented by
Susan R. Glaser, Ph.D.
Peter A. Glaser, Ph.D.



theglasers.com . info@theglasers.com
541-343-7575



Facebook.com/glasers



Twitter.com/theglasersinc



Linkedin.com/in/theglasers

A Model for Raising Delicate Issues

STEP 1 Opener—Psychological agreement to have the conversation

I-Feeling Language—When people feel pushed, it creates a counter resistance

Edit Accusative Language—Look for loaded language and red flag terms

STEP 2 **Pinpoint Details**—Tell the person exactly what they said and when they said it, or exactly what they did and when they did it

STEP 3 **Acknowledge Your Part**—Search for and communicate how you've contributed to the problem

STEP 4 **Agree on a Solution**—Develop a solution that you both create and both implement.