

Responding to Difficult Conversations

Hillcrest Chapel
January, 2022

Please respond in Chat:

- What is a relationship where you are experiencing hard conversations?
- What strategy are you following to cope with the difficulty/conflict?

Beginning Resources:

- What insights did you draw from:
 - Ephesians 4:1-7
 - William Ury video
 - Hillcrest document: *Starting off Right*

Remember Covey's 7 Habits:

Habit 5: "Seek first to understand, then be understood."

- Seek understanding through *dialogue*.
- Steps to create dialogue:
 - Demonstrate genuine interest/curiosity: voice, tone, body language.
 - Ask questions in which the authority of the answer is not questioned: "What was your experience?" "Help me understand." "What were/are your hopes?"

Habit 5, continued

- Acknowledge healthy motivation/interest.
- Share your own weakness.
- Make “I” statements; not “you” statements. See Acts 21:27-22:16
- Share your perceptions.
- Ask for feedback.

Avoid climbing “the ladder of inference.”

- Be very slow to draw conclusions about other people’s motivation.
- Remember that we typically judge ourselves based on our *intentions* and judge other people based on their *behavior*.
- “Go to the balcony.”
- “Build a golden bridge of retreat.” -Sun Tzu
- The necessity of forgiveness.

Reflection:

- What have you heard that is helpful in your situation?
- Discuss in groups:
 - What idea, strategy, or phrase was most significant to you?
 - How might you apply what you've heard?

Additional Resources:

- Leadership and Self-Deception; the Arbinger Institute
- Good Faith, David Kinnaman & Gabe Lyons
- Qideas.org
- Getting Past No, William Ury