

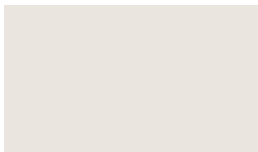
EQ & working with high conflict people



Today's materials are

Based on the work of Stone, Patton & Heen in *Difficult Conversations: How to discuss what matters most.* 1999.

INTERNAL SKILLS:



EXTERNAL SKILLS:



DIFFICULT DISCUSSION PREPARATION:

What is my goal? Why do I want to engage this discussion?

What facts and observations seem important to me?

How have I contributed to the current situation?

What is the other party's perspective?

How do I feel about this discussion?

What could the other party say that would throw me off balance?

What are the right time, place, and environment for this discussion?

How should I start the discussion?

What is my goal? (Just checking)