



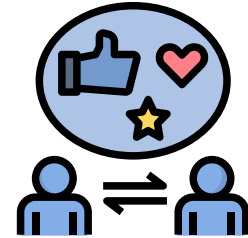
SKILL BUILDING FOR CHALLENGING CONVERSATIONS

What can you do when you passionately disagree with someone else's viewpoint?

When you passionately disagree, try:

Equity of Voice

Equal talking timing among the speakers.



Don't Yuck Their Yum

Don't attack the other person's point of view. Build up your opinion without tearing theirs down.



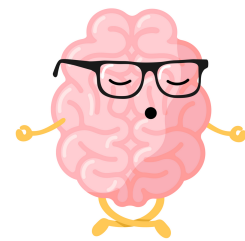
Acknowledge Knowledge

When the other person makes a good point, acknowledge their idea ("Good point!").



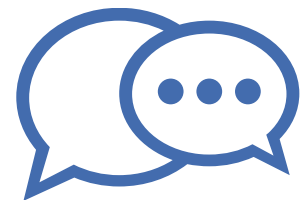
Regulate and Then Debate

Calm down when you start to lose it. Stay away from "red-light brain" (too emotionally charged).



Listen Fully Then Respond

Summarize what the other person said before you speak.



Practicing these strategies in a low-risk way will help prepare you for a more challenging conversation when it presents itself.