

DREAM. THINK. DO. w/Mitch Matthews

Difficult Convos: Engaging, Clarifying & Delivering

Element	Specifics	Examples
ENGAGE: Ask	Inquire openly, truly trying to understand your counterpart's perspective.	<ul style="list-style-type: none"> Describe your perspective on X. What's your perspective on the timeline? What leads you to think this?
ENGAGE: Listen	Intentionally listen with no interruption, trying to see the situation from their perspective. Really watch your non-verbals here.	<ul style="list-style-type: none"> Watch out for "G.L.F." (Grumpy Listening Face) Stay open to the person with your body language If appropriate, take notes to show you're listening
CLARIFY: Summarize	Let the other person know that you heard what they said. Summarize what you heard and ask if you understood correctly.	If I'm hearing you correctly, you saw X, Y and Z. That lead to A, B and C in your department. Am I understanding what you're saying?
CLARIFY: Validate	Acknowledge that you can see your counterpart's perspective even if you interpret things differently.	I can see your perspective. Thanks for shooting straight with me. I appreciate it and that helps me understand where you're coming from.
CLARIFY: Express	Share your truth / assessment of the situation. Share your examples, reasoning, goals & suggestions.	<p>Speak in first person with "I" statements.</p> <ul style="list-style-type: none"> I was disappointed with the outcome because the project was delayed by 2 days. I was frustrated by X. I really want to work to make this smoother in the future... especially for our customer.
DELIVER: Negotiate	Engage creatively and try to find a solution that addresses everyone's concerns.	<ul style="list-style-type: none"> I have some ideas, but I want to get your input first. Based on both of our perspectives, what would you suggest we do to improve our process? What does success look like for the customer?
DELIVER: Commit	Formalize your agreement with a series of commitments and a timeframe.	<ul style="list-style-type: none"> It sounds like we both agree that X is important and we want to complete it by [date]. In order for that to happen, I'd need to get you _____ by [date]. You would need to get me ____ by [date]. Does that work for you? How do we want to check in with each other to stay on track?