

# **Mastering Difficult Conversations**

Janel Anderson, PhD



**95%**

**\$1500**

**8 hours**

$$\begin{array}{r} 6 \\ 5 \\ 3 \\ +2 \\ \hline 16 \end{array}$$

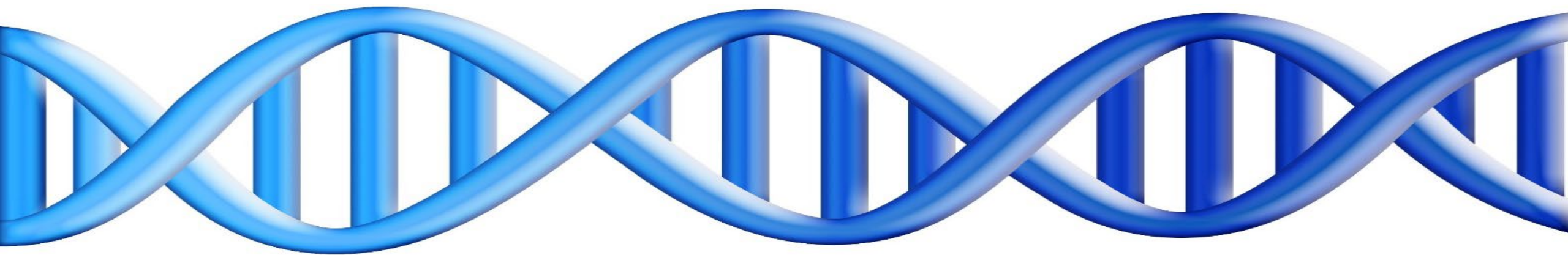
**13%**

Emotions arise when  
beliefs are challenged.



**KEEP  
CALM  
AND  
SPEAK  
UP**





# Defensiveness

*Why do you always get so defensive whenever I attack you?*



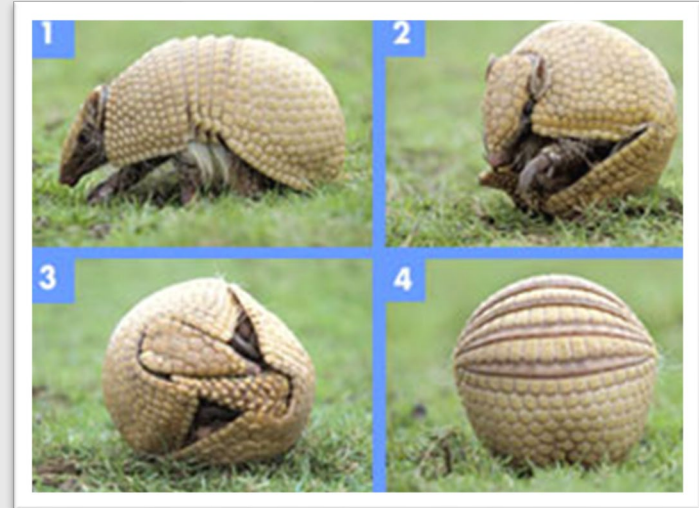
# The Animal Defense System



**Fight**



**Flight**



**Freeze**

# The Human Defense System



**Fight**



**Flight**



**Freeze**

# The Arousal Continuum



# Defensiveness yields:

- Misunderstandings
- Restricted flow of information
- Lack of team unity
- Burnout (exhaustion, cynicism)
- Suppression of new ideas
- Lack of innovation

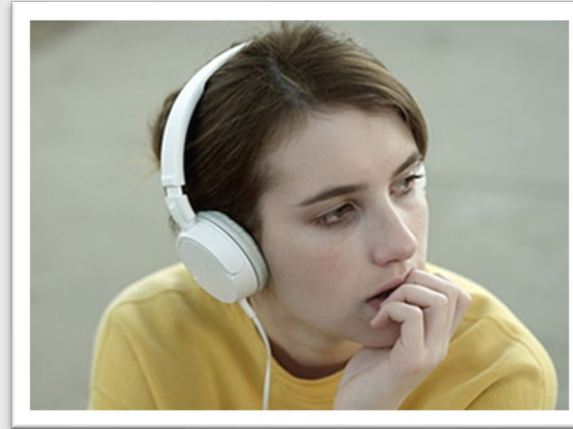
# Methods for Clearing Emotions



**Phone a Friend**



**Journal**

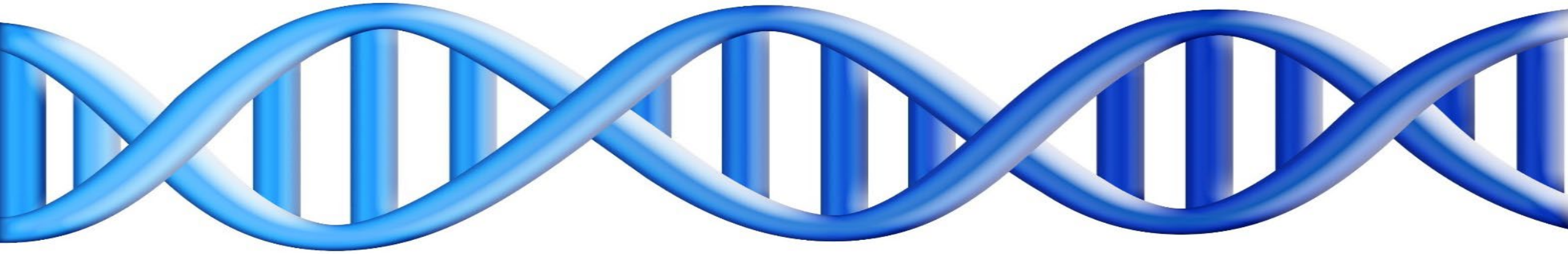


**Listen to Music**



**Meditate**





**Name the issue.**



# Let's play a game



Words create reality.

**We need to talk.**



# Easing In?



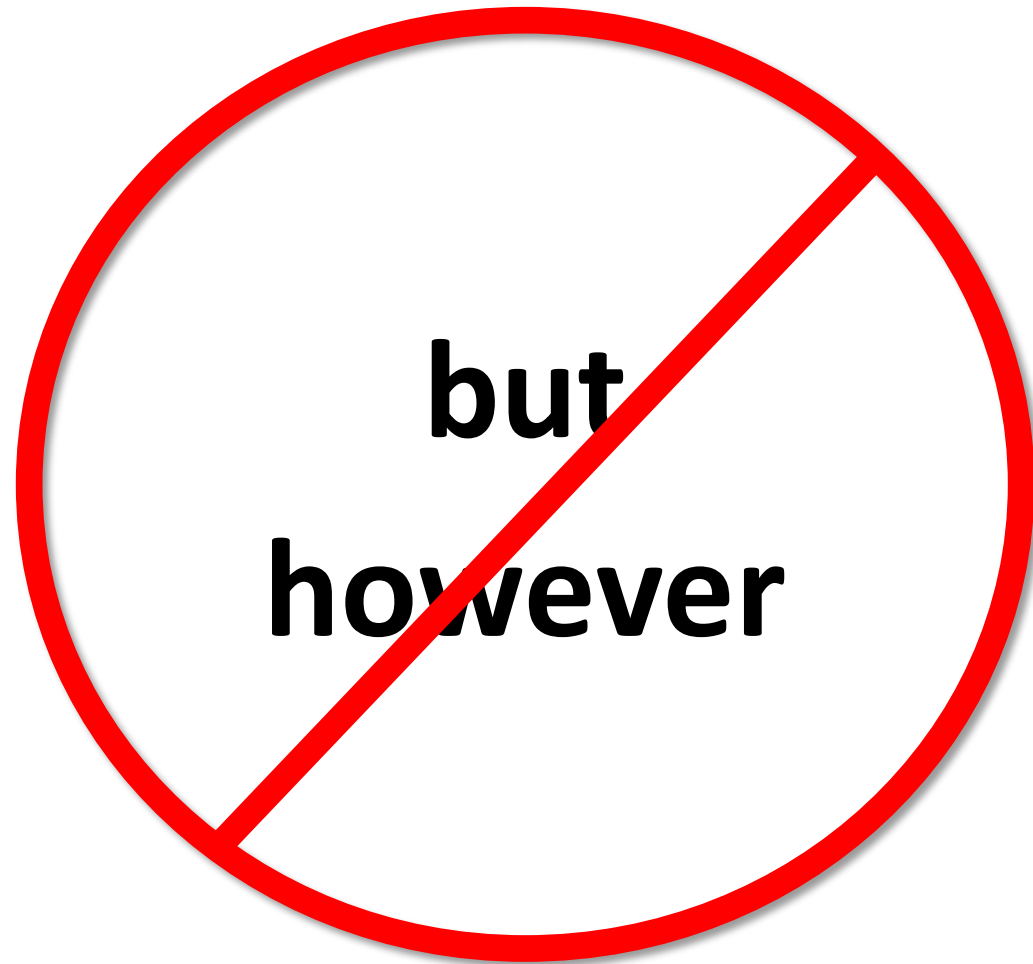
# Bringing it up without bringing it up?



## *Appetizers*

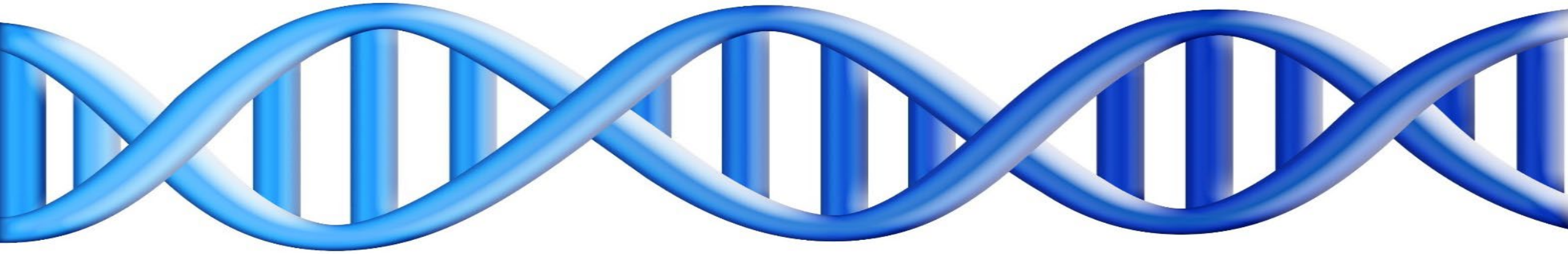
*Open without  
Defensiveness*

1. Fact and
2. Fact and
3. Fact and
4. Fact and
5. Share the impact









# Agreement

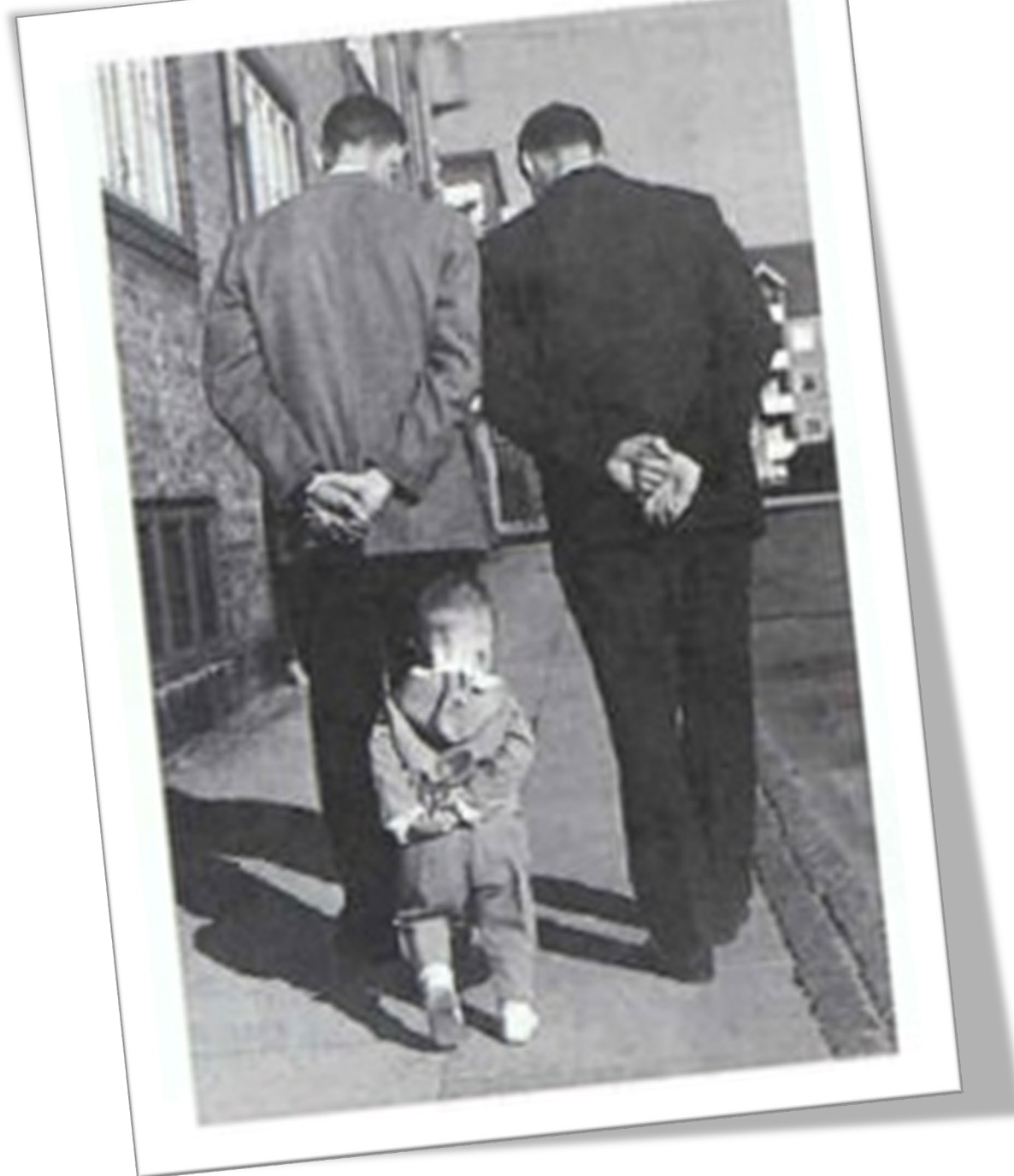
# Reciprocate and Invent Options











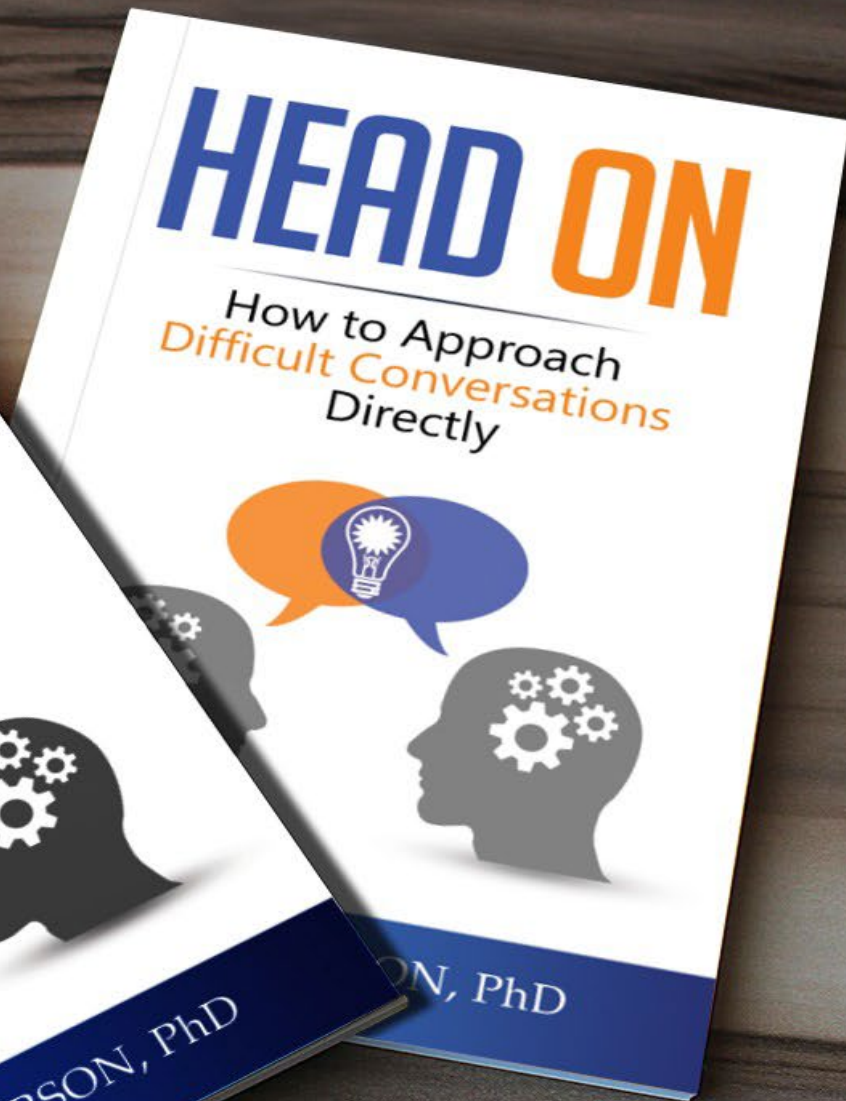
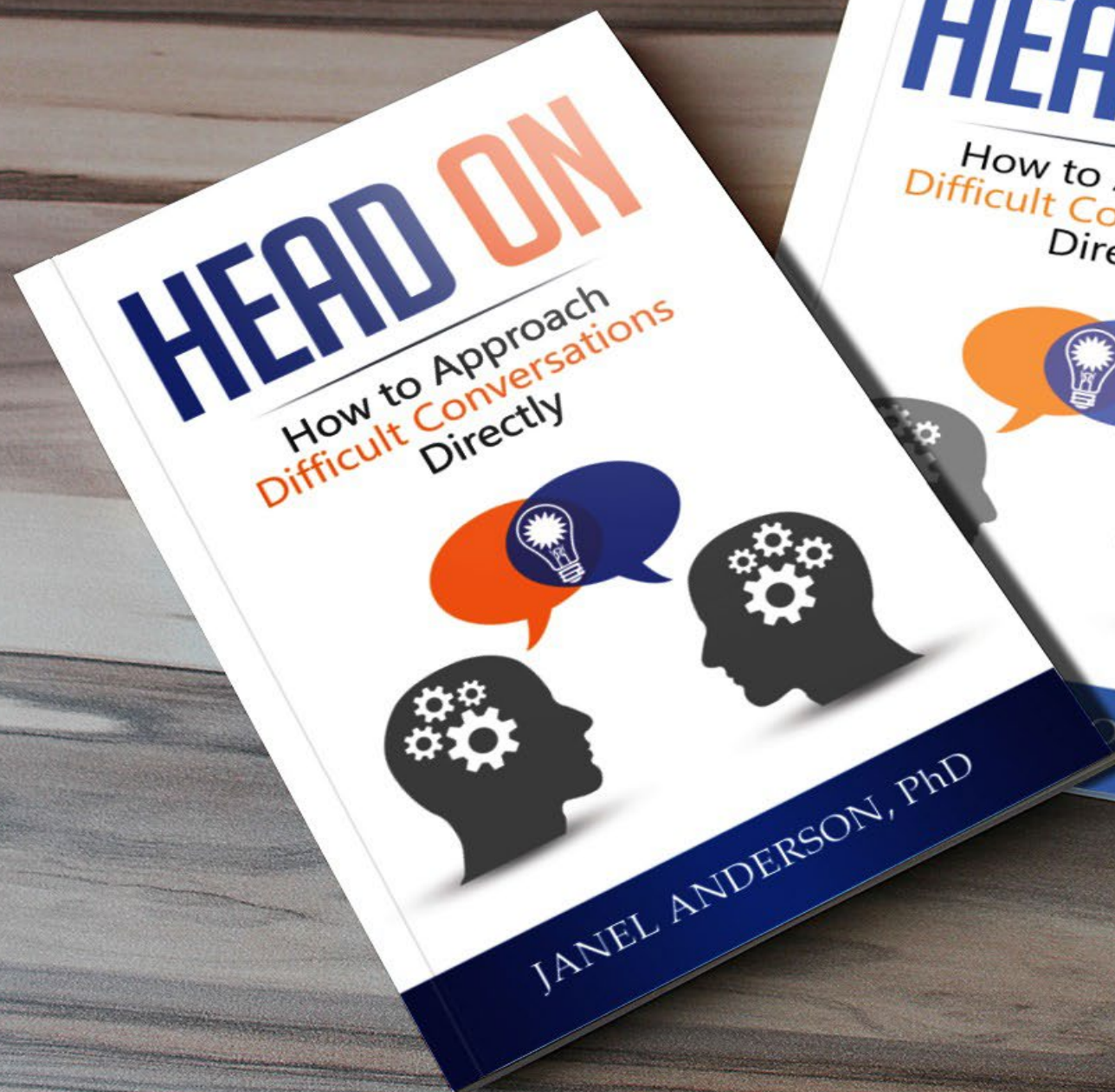


# Five Ts of Mirroring



1. Temperament
2. Tone
3. Tempo
4. Terminology
5. Tacit messages







# Download the first two chapters

JanelAnderson.com/headon

Head On

How to Approach Difficult Conversations Directly

SEND ME A FREE SAMPLE

Deliver the first chapter to my inbox so I can get started right now:

Submit

# Consider the Costs



# Accept the Outcome







# Agree inside disagreement

1. Acknowledge disagreement (present tense and positive)
2. Identify factors that may change over time
3. Set a date to reconvene



# Agreement



Type 1



Type 2

# The Working Conversations podcast









