



Action Steps

Conflict or Combat?

Use this checklist as a map for your next difficult conversation. See my July newsletter for more details.

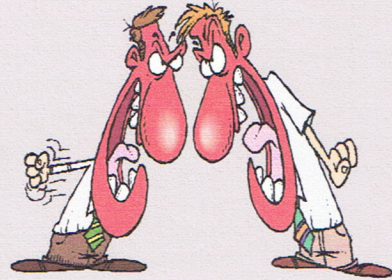
1. Prepare by walking through the three conversations. Write notes for each conversation, and how they are affecting the situation.

What Happened Conversation

Feelings Conversation

Identity Conversation

After reconsidering your purposes, decide whether to raise the issue at all. Then start the conversation from the "third story" of the differences between the two stories. What is the "third story" in your current situation?



I was coaching a new manager who had a new boss. A new boss that wasn't happy with his performance or results. They often ended up in conflict. Especially when their conversations started with something like:

- You need to do a better job
- You should work harder
- You should have...

Anyway, you get the point. Every conversation began with HIS bosses feelings but nothing about his feelings, what happened, or identity.

With no script or process for managing this type of conversation you'll find yourself just "winging" it. Don't.

As a minimum, use the action steps listed here for moving conflict or combat to conversation.