

COURAGEOUS CONVERSATIONS TIPS

WHAT IS THE PHYSICAL SETTINGS LIKE ?
ARE YOU BEHIND A DESK, ARE YOU IN A CASUAL SETTING,
ARE YOU FACING EACH OTHER, IS IT OVER THE PHONE,?

USE QUESTIONS TO GUIDE THE CONVERSATION,
PARAPHRASE TO CLARIFY POINTS,
USE SUMMATION STATEMENTS.

MAINTAIN DECORUM – DON'T GET ARGUMENTATIVE
REMEMBER, A RESTORATIVE CONVERSATION
IS ABOUT CURIOSITY, AND LISTENING
FOR UNDERSTANDING, NOT JUST RESPONDING.

THINK TIME BEFORE RESPONDING OR
ASKING THE NEXT QUESTION.
ASK CLARIFYING QUESTIONS, OR PARAPHRASING
QUESTIONS LIKE "WHAT I THINK YOU ARE SAYING IS..."

IF YOU ASKED FOR THE CONVERSATION, CONTROL THE
CONVERSATION. WHAT WAS YOUR PURPOSE – TO CLARIFY
YOUR ROLE? TO REPORT? TO FURTHER BUILD RELATIONSHIP?

CHOOSING THE RIGHT TIME CAN HELP. HOW DO WE ENTER
INTO THEM? YOU CALL THEM, YOU CHOOSE THE TIME,
LOCATION, OPENING QUESTIONS/STATEMENTS,
AND STATED PURPOSE.

ARE THEY NECESSARY? YES – THERE WILL ALWAYS BE
THORNY ISSUES TO DEAL WITH FOR ALL MEMBERS OF YOUR
SUPPORT GROUP. BY TAKING THE LEAD, YOU CAN HAVE
GREATER CONTROL OVER THE OUTCOME.

HOW DO WE KNOW IF THEY HAVE BEEN SUCCESSFUL?
ASK? TIME WILL TELL. REVIEW AT YOUR NEXT MEETING
IF THE DECISIONS MADE WERE CARRIED OUT.