

walking humbly together

NRVC Convocation
November 1, 2024
w/ Ann Garrido

in tough conversations



What are the conversations you find tough to initiate and/or be a part of?

How would you describe yourself when you are **effective** in these conversations? What sorts of things do you do?

How would you describe yourself when you are **ineffective** in these conversations? What sorts of things do you do?

“different people find different conversations difficult but the reasons they find them difficult are the same”

– *Difficult Conversations: How To Discuss What Matters Most* (Penguin 2013)

A snippet of how conversation generally goes with this person that I find so frustrating...

Me:

Them:

Me:

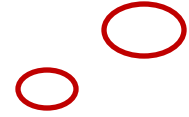
Them:

Me:

Them:

(Feel free to continue this snippet as long as you'd like.)

What is really going on in my head when I am trying to have this conversation...



let's talk about "the truth"

I act on my beliefs

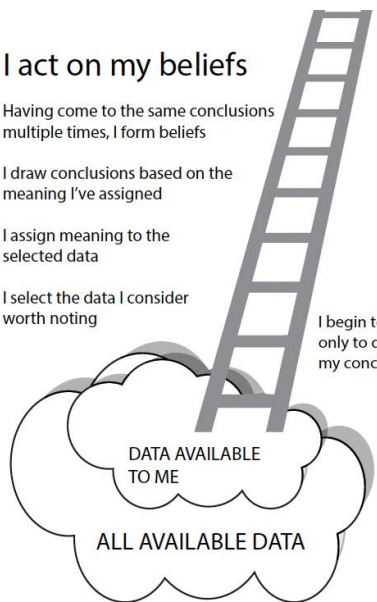
Having come to the same conclusions multiple times, I form beliefs

I draw conclusions based on the meaning I've assigned

I assign meaning to the selected data

I select the data I consider worth noting

I begin to pay attention only to data that reconfirms my conclusions



what helps:

- tell me about what you are seeing that you think I might be missing
- what does that mean to you?
- what experiences have shaped your thinking on this?
- this sounds important to you – why?
- what are you most concerned might happen here?

The "ladder of inference" model is based on work by Chris Argyris and Don Schoen

but what about the feelings?

core relational interests

Based on the work of Roger Fisher in *Beyond Reason*

autonomy

affiliation

appreciation

role

status

fairness

what helps:

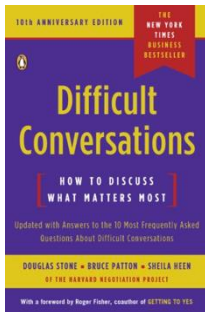
- can you tell me what you are feeling?
- if I were you, I imagine I'd be feeling angry.
- I am feeling ____ and ____ and _____. I realize that sounds contradictory; it's weird to me, too.



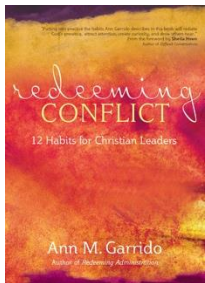
what's this say about me???

three things you should know about me

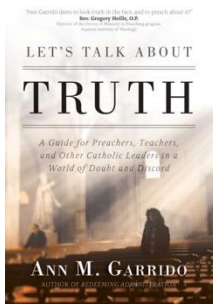
additional resources that can help



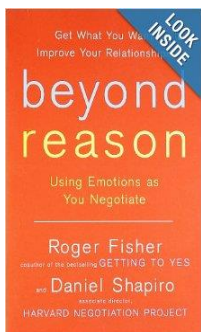
This is the book that changed my life as a minister about 15 years ago now and I can't picture where I'd be without it. It is where the "three conversations" framework I spoke about comes from. It was my window into the wider work of the Harvard Negotiation Project.



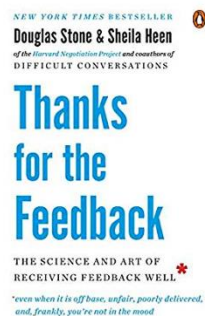
This is the book that I ended up writing for Christian folk based on what I ended up learning from working with the Harvard Negotiation Project people. Tries to take the insights from HNP and apply them to Christian community. Free study guides available if you click "Help Yourself" on my website.



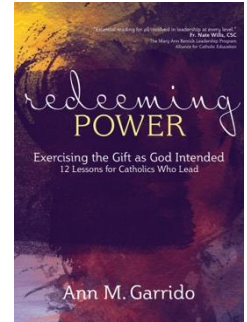
This is my book that looks at the role that questions of truth play in many of our toughest conversations. Considers four ways that we talk about truth in our daily life and then ways that we can "do" truth in each of these areas as Christians.



One of Roger Fisher's final works. Looks at the role of relational interests we talked about that are so present in tough conversations (i.e. autonomy, affiliation, appreciation, role, status...)



This book is a companion to the book Difficult Conversations and follows up with a lot of great hints about how we can manage the "me" part of what's making this conversation tough.



My newest book emerging out of reflection on all the difficult questions about power that surfaced during talks on Redeeming Conflict!



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