

# follow up to our session on redeeming conflict

It was great to be with you last week to talk about strategies for managing the tough conversations that we face in our work for the church... and beyond!

We covered a whole lot of terrain about tough conversations in a very short period of time and I wanted to share this with you as a follow up to recap the main points and also give space for your own continued reflection on the conversations you are finding hardest to have right now. Everything I am saying here is fleshed out much more in the books included in the bibliography at the end.

**Point 1:** We all have an external voice and an internal voice. Most of the time our internal voice is in a good space to listen to what the world around us has to say, but the nature of a difficult conversation is that our own internal voice gets very loud and it becomes impossible to listen both to others and ourselves at the same time.

**Point 2:** In tough conversations our own internal voice becomes fixated on three things:

- \* that the other person has the story of what is going on here wrong;
- \* that we have strong feelings about this;
- \* that our identity (how we like to think of ourselves) is implicated.

**Point 3:** Our effectiveness in tough conversations will depend a great deal on learning how to negotiate with our own internal voice—giving it some new questions to ask and helping it to respond a different sort of way than we might naturally want to respond.

**Point 4:** We talked about five tips for increasing effectiveness (all of which can be explored much more fully in the books mentioned at the end of this handout):

- \* Before launching conversation, get clear with yourself about your purposes (Curiosity. Name perspective and impact. Problem solve.)
- \* Don't come with a script, but a map: Here is the terrain that we'll probably run into – facts, feelings, identity
- \* When competing stories come up, explore them
- \* When feelings surface, name them
- \* When identity comes up, breathe deeply and pray “noverim me, noverim te” (The feedback I am getting about myself is not the total story of who I am and not the only person that I ever can be.)

**Point 5:** The way that we handle these conversation can be part of our Christian witness in the world, which has plenty of tension, but not a lot of great examples about what it looks like done well. You can be part of turning that around!

I hope that our paths will continue to cross! Blessings on your own journey navigating the tough conversations in your life!

Your sister in Christ,

*Ann*

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# preparing for a tough conversation

“facts”

contribution

impact

what is going on here?

from my point of view	from their point of view
what “facts” am I looking at that support my story?	what “facts” might they be looking at to support theirs?

what have we each contributed to the way this is playing out?

me	them
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intentions & impact

why have I acted as I’ve acted?	why might they have done what they’ve done ?
what impact are my actions having on them?	what impact are their actions having on me?

what feelings are present...

for me	for them
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feelings

what does this situation say...

about me	about them
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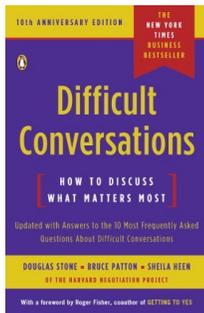
identity

what are my purposes in having this conversation?

What do you want to learn that you don't already know? What do you want to express of your perspective? What possible options do see for problem solving at this point?

purposes

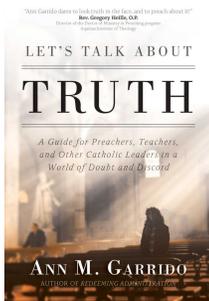
# additional resources that can help



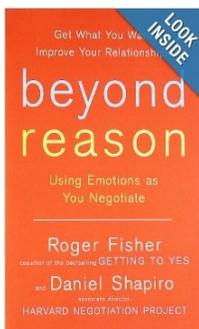
This is the book that changed my life as a minister about 15 years ago now and I can't picture where I'd be without it. It is where the "three conversations" framework I used comes from. It was my window into the wider work of the Harvard Negotiation Project.



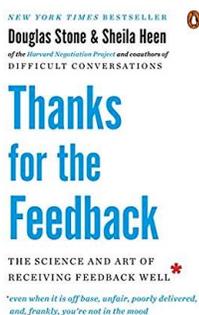
This is the book that I ended up writing for church folk based on what I ended up learning from working with the Harvard Negotiation Project people. Tries to take the insights from HNP and apply them to Christian community. Free study guides available if you click "Help Yourself" on my website.



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. There are lesson plans available on the "Help Yourself" page of my website.



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...) If you wanted to do a deeper dive into the "feelings" content in the workshop, this is the book for you.



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 "Identity" part of tough conversations better.



This is my book about dealing with tough conversations that happen specifically on social media. Click "Help Yourself" find links to a discussion guide for using this book with parents.

sign up for my bi-monthly newsletter to find out about new resources as they become available:  
[anngarrido.com](http://anngarrido.com)