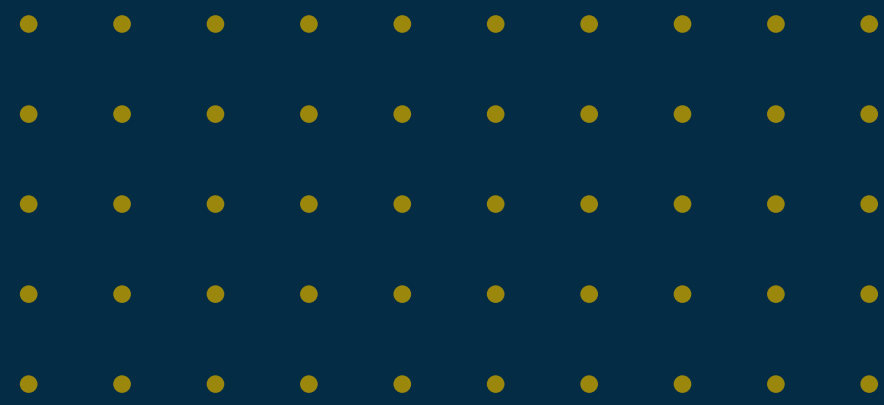


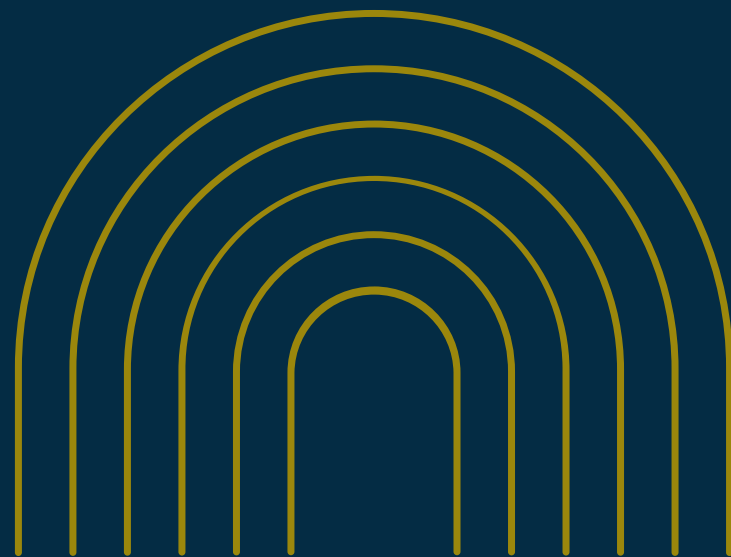


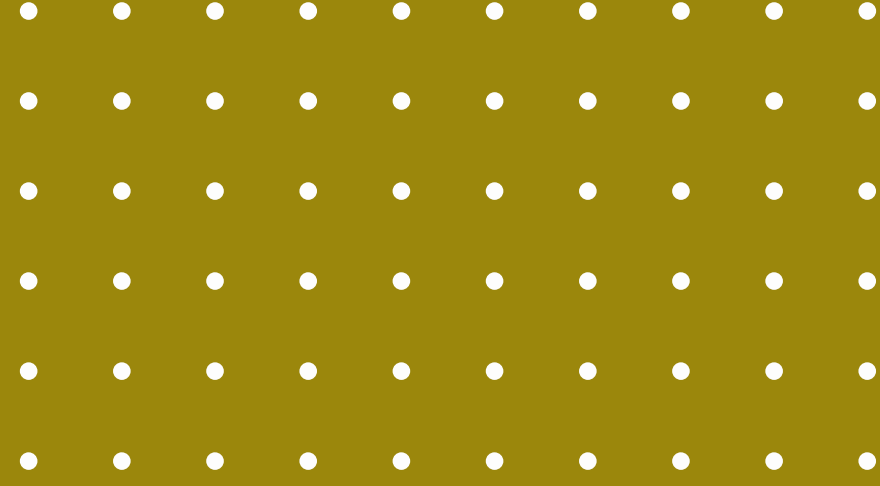
HARD CONVERSATIONS WITH OUR NEIGHBOURS



Dana Sproule

Burning Point Coaching and Consulting





**WHAT
CONVERSATION
ARE YOU
DREADING?**

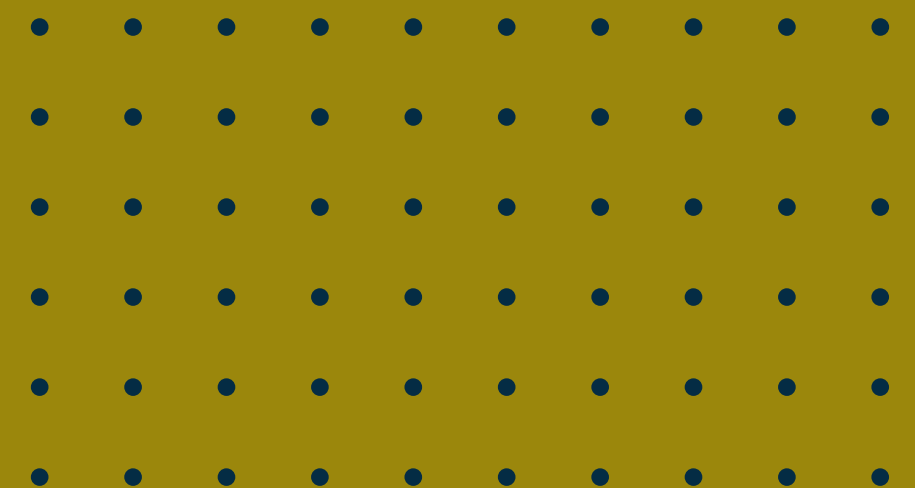




What's your move?

SCENARIO

Your administrator has been arriving late to work more and more often. The phone is going unanswered and people are complaining. You've tried hinting. It keeps happening.



FOUR STEPS



1. **FACTS:** "I notice..."
2. **EMPATHY:** "Can you help me understand?"
3. **CLARITY:** "I'm concerned because..."
4. **SOLUTION:** "We need to find a solution.
What do you think would help?"



1

"I NOTICE..."

FACTS: Specific, Observable, Neutral.
No drama. No hyperbole.
Identify the problem without blame.

Calmly, concisely, share your concern.
Connect it to things they value.
Look for signs of agreement.

"I'M CONCERNED BECAUSE..."

3

2

"CAN YOU HELP ME UNDERSTAND?"

Invitation to explain. Reduce defensiveness.
Assume the best. Empathize.
Listen to fully understand.

Show belief that there is a solution.
Push for specifics, clarity.
Summarize action. Plan follow up.

"WHAT DO YOU THINK WOULD HELP?"

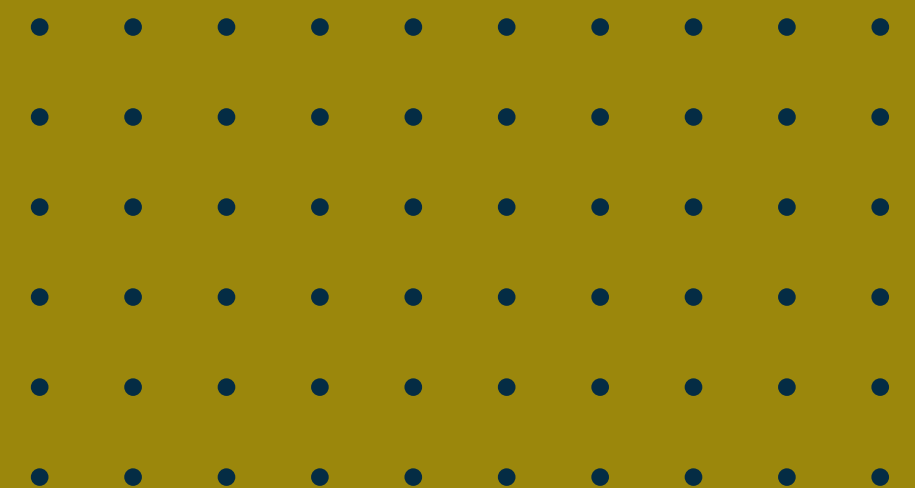
4



What's your move?

SCENARIO

You're delivering final material for the summer block party in two days. A business owner is shocked to be learning about this event for the first time, and mad they didn't have more notice. They're furious. It's been on the calendar for months.



THE FOUR STEP MODEL



1. **EMPATHY:** "I hear you!"
2. **FACTS:** "Let me make sure I understand..."
3. **CLARITY:** "It sounds like the real issue is..."
4. **SOLUTION:** "We need to find a solution.
What do you think would help?"



1

"I HEAR YOU!"

Empathize and validate feelings.
Because, because, because.
Get on their side.

Calmly, concisely, articulate the problem.
Take responsibility. Help them save face.
Look for signs of agreement.

"SOUNDS LIKE THE REAL ISSUE IS..."

3

2

"LET ME MAKE SURE I UNDERSTAND..."

Share facts: Specific, Observable, Neutral.
Explore what might have happened.
Be curious, but not judgemental.

Show belief that there is a solution.
Be generous.
Summarize action. Plan follow up.

"WHAT DO YOU THINK WOULD HELP?"

4



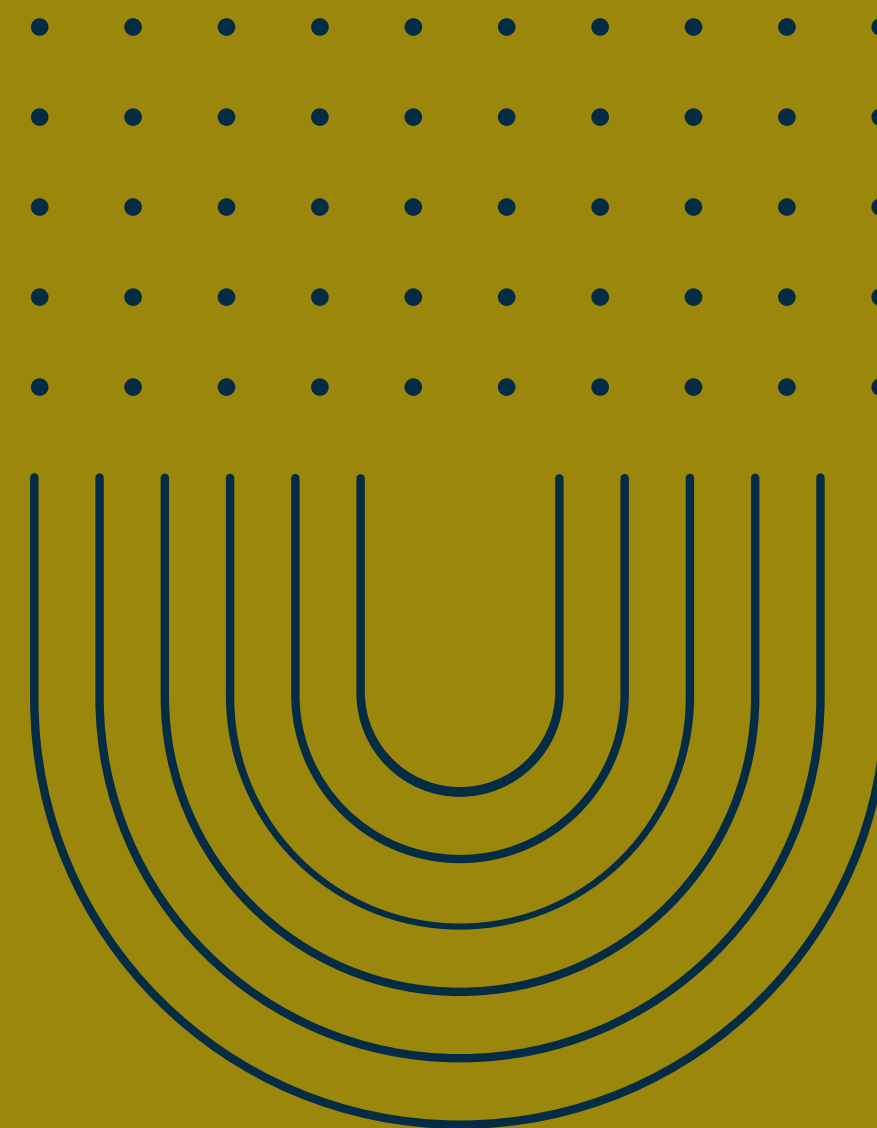
INCREASES:

- Empathy.
- Being on the same side.
- Focus on meeting needs.
- Growth.
- Collaboration.
- Belief in change.



REDUCES:

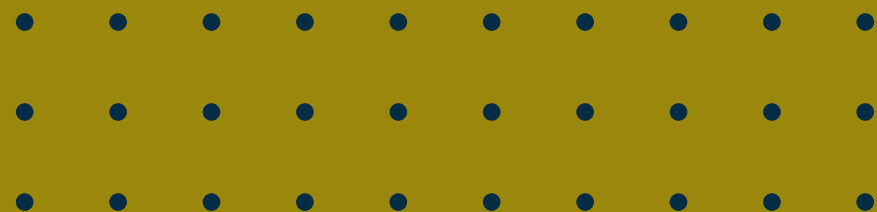
- Power dynamics.
- Judgement.
- Blame.
- Defensiveness.
- Guilt and Shame.

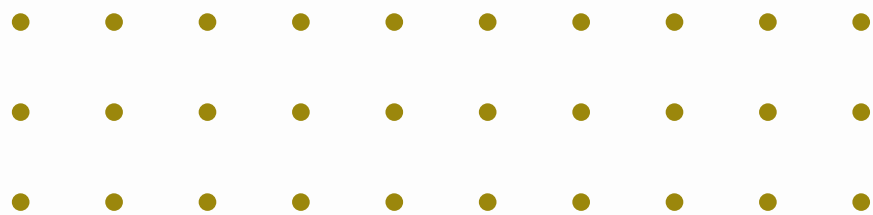


WHY IT WORKS

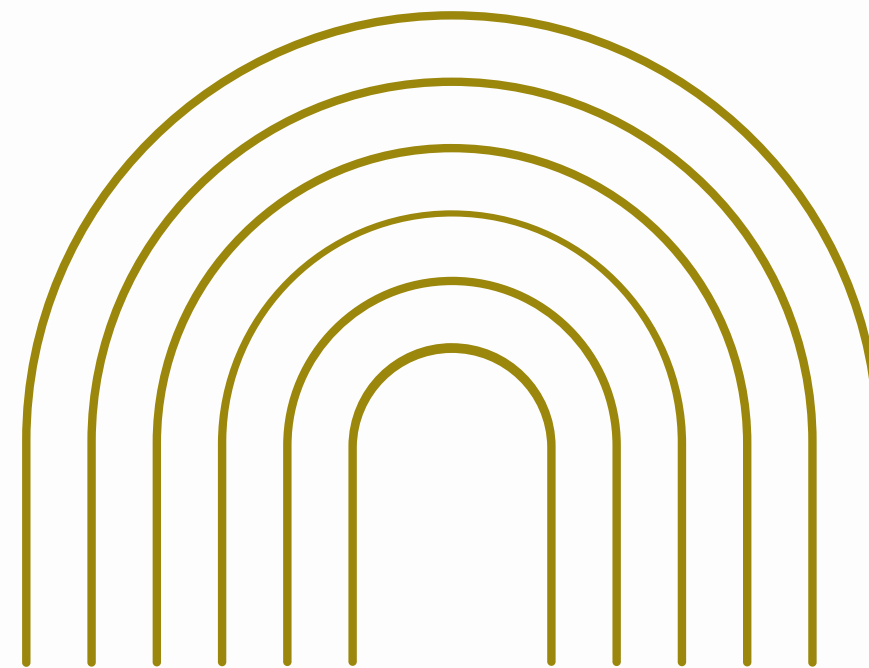
WHAT COULD DERAIL IT

- Putting it off.
- Locked in a negative perception.
- Not really listening.
- Blame and shame.
- Inserting judgement into the facts section.
- Not following up.
- Your own issues.





LET'S TRY IT!

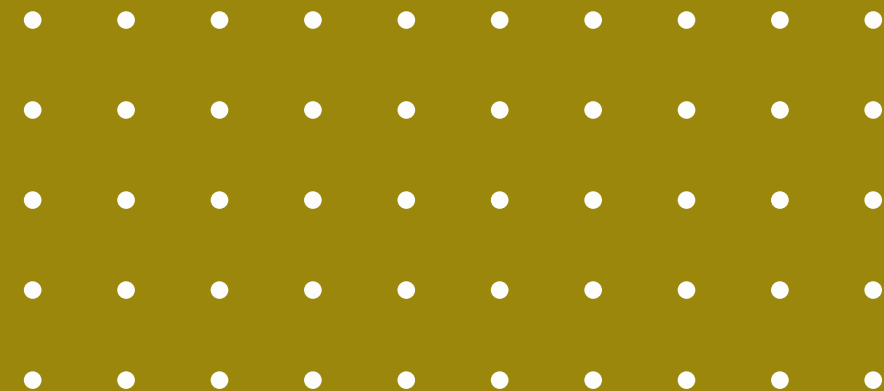


EMPATHY

"I have so much empathy for these folks because they have everything on the line here, you know?"

These buildings, these businesses...these are their dreams. This is their whole life.

So, passions run high."



WHAT GROUNDS YOUR
EMPATHY?



THANK YOU



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Session Evaluation Form

