



Managing Difficult Conversations

ADHD Conference
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ABOUT US....

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“

If your gift is serving others, serve them well. If you are a teacher, teach well. – Romans 12:7

”

Today's Session

Managing Tough Conversations

Tips for Conversations with
Anyone



Positive Communication
for all Parents



Never Split
the Difference
by Chris Voss



Professionals say...

1. Listen first.
2. Be clear about what you want.
3. Consider their perspective.
4. Take a break when needed.
5. Agree to Disagree
6. Monitor your own emotions

<https://au.reachout.com/articles/6-steps-to-help-you-tackle-difficult-conversations>





What the Bible says...

1. Be the first to apologize.
2. Be quick to forgive.
3. Go to the elders and ask for additional help.
4. Think about the good things.

Philippians 4:8 “Finally, brethren, whatsoever things are true, whatsoever things are honest, whatsoever things are just, whatsoever things are pure, whatsoever things are lovely, whatsoever things are of good report; if there be any virtue, and if there be any praise, think on these things.”

Start off on the right foot

Positive Communication from the start before there is an issue.



Find ways to communicate regularly to open the lines of communication.



Be prepared before approaching a difficult topic.

Have a clear goal that is achievable.



Parent Communication

Tips for a Successful Parent Conference



Prepare Upfront

Have grades up to date and all documentation readily available.



Body Language

Humble, approachable, open minded.



Don't Blame

Provide specific examples of what you expect.



Follow Up

Have a plan for a follow-up conversation to measure your goals.

First Impressions



Step 1

Establish a relationship

Regular communication makes hard conversations more natural

Step 2

Step 3

Focus on the positives and moving forward

Step 4

Make an action plan and a way to follow-up instead of leaving them wandering how it went.

What Not to Do

Don't overthink it with the conversations in your head.



Don't be defensive

Active Listening



Hurting People Hurt People

Practice Makes Perfect

Have a script.

Role play with a friend.

Remain Humble.

There's a little truth to every complaint.

**TODD WHITAKER
ANNETTE BREAUX**



**THE
TEN-MINUTE
INSERT SERVICE**

**40 Quick Training Sessions
that Build Teacher Effectiveness**

P- Be Positive

A-Check your Attitude

T- Talk with your parents

Dear _____,

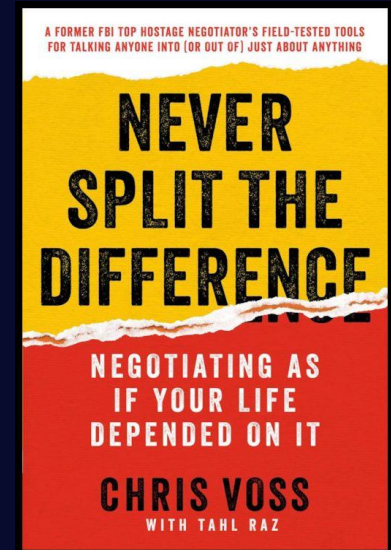
I am so proud of _____ because _____

I'm happy to share this good news with you.

Sincerely,

“Never Split the Difference”

By Chris Voss
With Tahl Raz



The New Rules for Negotiation:

*Many interactions we have at work and at home boil down to a simple, animalistic urge: I want.

*Negotiation is for information gathering and behavior collaboration and includes almost any interaction where someone wants something from somebody else.

*Effective negotiation is sizing someone up, influencing their sizing up of you, and using that knowledge to get what you want.

Negotiation is the heart of collaboration and is what makes conflict potentially meaningful and productive for all parties.

Tactical Empathy:

People want to be understood and accepted

Our two primal urges are:

The need to feel **safe and secure**

The need to feel **in control**

Listen intensely - demonstrate tactical empathy and **show a sincere desire to understand** what the other side is experiencing.

Don't Feel Their Pain, Label It:

Tactical Empathy

- *Imagine yourself in the counterpart's situation
- * **Recognize their perspective**
and **vocalize/demonstrate that recognition.**
- *Understand your counterpart's feelings and hear what's fueling those feelings.
- *Focus your attention on **identifying emotional obstacles** that are standing in the way of an agreement.
- *Analyze your counterpart's **words, tone, and body language.** Spot changes and **look for incongruencies.**

Labels:

Labeling is a way of validating someone's emotion by acknowledging it.

1. The first step to labeling is detecting the other person's emotional state.
2. The next step is to label it aloud

“It seems like ...”

“It sounds like ...”

“It looks like ...”

Pause. After you label a barrier or mirror a statement, let it sink in. Don't worry, the other party will fill the silence.

Be a Mirror:

How to Confront - And Get Your Way - Without Confrontation

How to deal with forceful type A people who prefer Consent to Collaboration.

1. Use the late-night **FM DJ voice (Stay Calm)**
2. Start with **“I’m Sorry...” (Empathy)**
3. Mirror last three words or selected words. **(Listen)**
4. Silence for at least four seconds. **(Patience)**

Repeat as needed.

Start with No:

*Giving you counterpart the right to say *no* helps **preserve their autonomy and sense of control** – ask *no*-oriented questions.

***Being asked to say yes too soon makes people defensive**

If you receive a *no* response, ask:

What about this doesn't work for you?

***3 types of yes responses:**

Counterfeit: An escape route – want to say *no*

Confirmation: Empty affirmation with no promise of action.

Commitment: True agreement that leads to action.

Trigger the TWO words that immediately transform any negotiation

That's Right

That's Right: Good, Wholehearted agreement.

Yes, You're Right: Bad, tepid agreement, creates distance and places you in opposition

Using a Summary to Trigger “That’s Right”

Steps for Triggering That’s Right With a Summary:

1. Effective Pauses: Encourage your counterpart to keep talking.
2. Minimal Encouragers: e.g. yes, OK, uh-huh, I see – shows you’re paying attention.
3. Mirrors: Listen and repeat back what you’ve heard.
4. Labels: Give feelings a name to identify with how they feel.
5. Paraphrasing: Repeat in your own words what your counterpart has said to demonstrate understanding.
6. Summarizing: Re-articulate meaning of what was just said and acknowledge the underlying emotions expressed = Paraphrase + Labeling

Phrases to Use:

How am I supposed to do that?

How will we know we're on track?

How will we address things if we find we're off track?

How would you like to proceed?

How can we solve this problem?

How can I help make this better for us?

Rule of Three:

Get them to say yes three times to improve buy-in and guarantee implementation.

1. Get them to give you a commitment.
2. Use a label and a summary to get a *that's right*.
3. Use calibrated *How* or *What* questions to address implementation. Ask questions to determine what success will look like. Ex: *What do we do if we get off track?*



Thank you for attending!

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