



Navigating the Path Forward: Managing Difficult Conversations

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CENTER FOR PARENT INFORMATION
AND RESOURCES (CPIR)

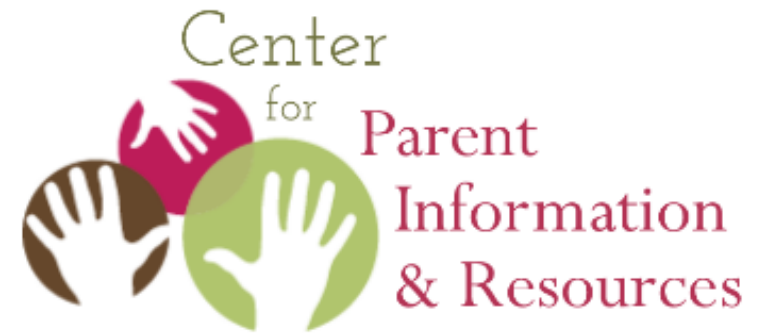
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Today's Focus



- CPIR: Who We Are
- Why Engage in Difficult Conversations?
- Cost of Remaining Silent
- Techniques and Strategies
- Helpful Resources

The CPIR



Supporting Parent Centers Serving Children with Disabilities and Their Families.

Type your
response
into the chat.

What's the first
thing that
comes to mind
when you hear
this phrase?



**WE NEED
TO TALK ...**

My mom: we have to talk about your grades after you're done watering the lawn.

Me:



Is this you?



Why do we shy
away from
difficult
conversations?

Because....

66%

Feel stressed or anxious if they know a difficult conversation is coming up

57%

Would do almost anything to avoid having a difficult conversation

52%

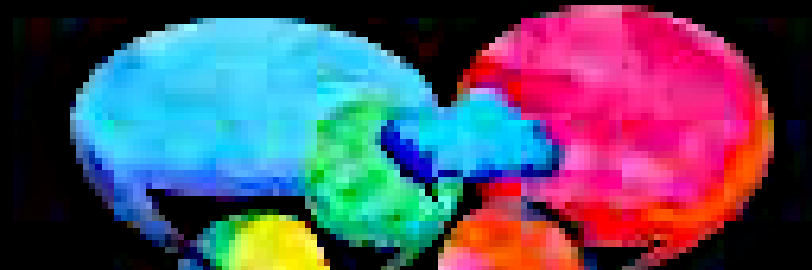
Prefer to put up with a negative situation rather than tackle it

*This is why
learning to
manage
difficult
conversations
is so important.*

When we avoid
difficult conversations,
we trade short-term
discomfort for long-term
dysfunction.

Peter Brinkberg

d.h.s.p.p.m





Conversations are difficult when.....

- The topic is emotional
- They involve issues that are important to us
- Outcomes are uncertain
- There is a power imbalance



Opposing opinions, strong emotions, and high stakes are 3 critical components of crucial conversations.



START HERE!

Where to Begin?

- Step 1: Inquire
- Step 2: Acknowledge
- Step 3: Advocate
- Step 4: Problem solve



PREPARATION
IS THE KEY

Managing Difficult Conversations

Questions to Ask Yourself



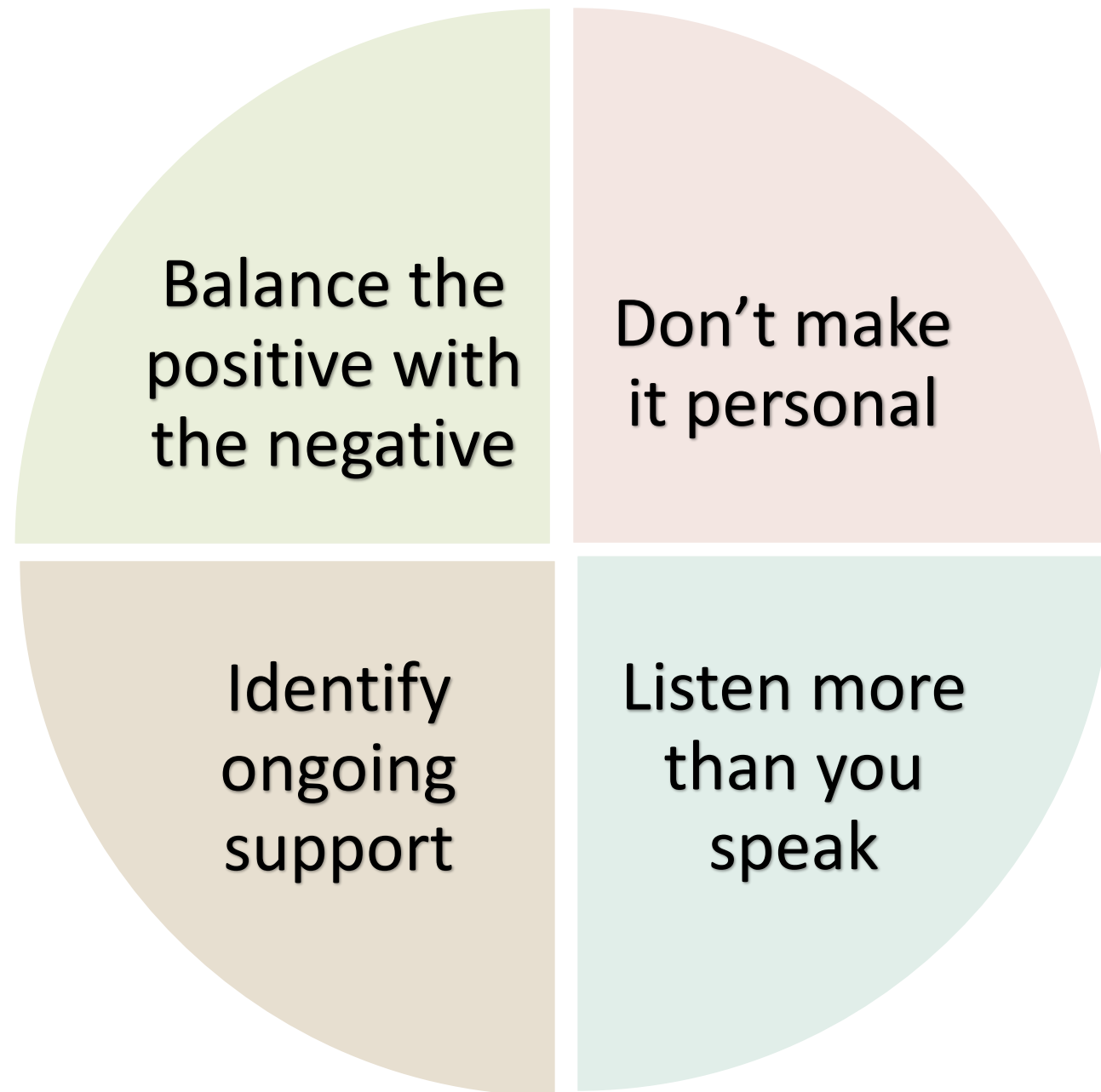
What are
my
concerns?

What is
the fix?

What are
the
barriers?

How can I
best share
my
concerns?

Tips for Managing Difficult Conversations



Sample Phrases

- **Mirroring**
 - *Let me see if I understand what you're saying.*
 - *Here's what I heard you say.....*
- **Validation**
 - *I agree with what you're saying.*
 - *Your comments make sense to me.*
 - *I can see how you would feel that way.....*
- **Empathy**
 - *I imagine you might be feeling.....*
 - *How are you feeling about this decision?*

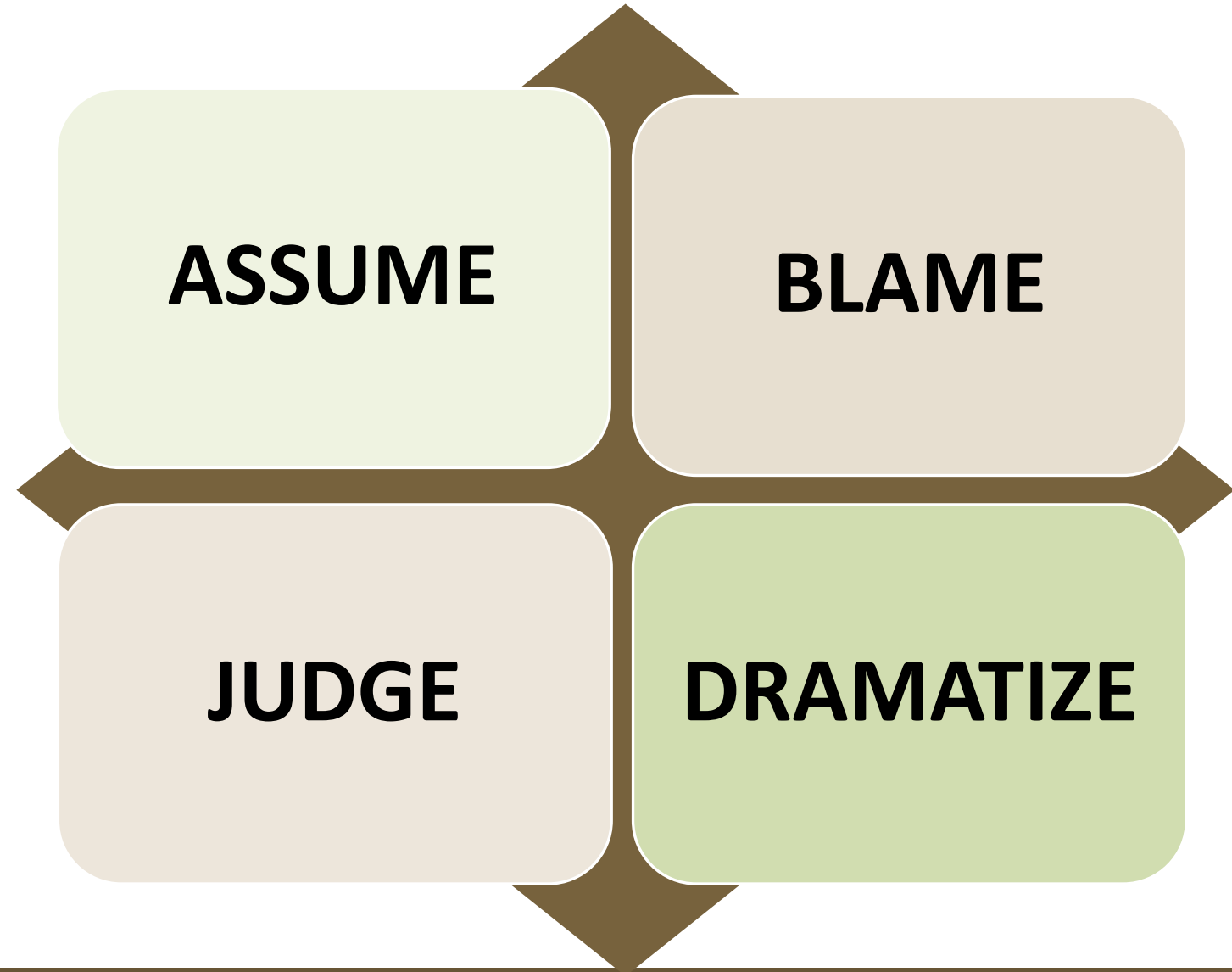


Techniques & Strategies

- ✓ Use clear, concise language
- ✓ Be positive & proactive
- ✓ Keep your emotions in check
- ✓ Come prepared with options, proposals
- ✓ Be open to new ideas

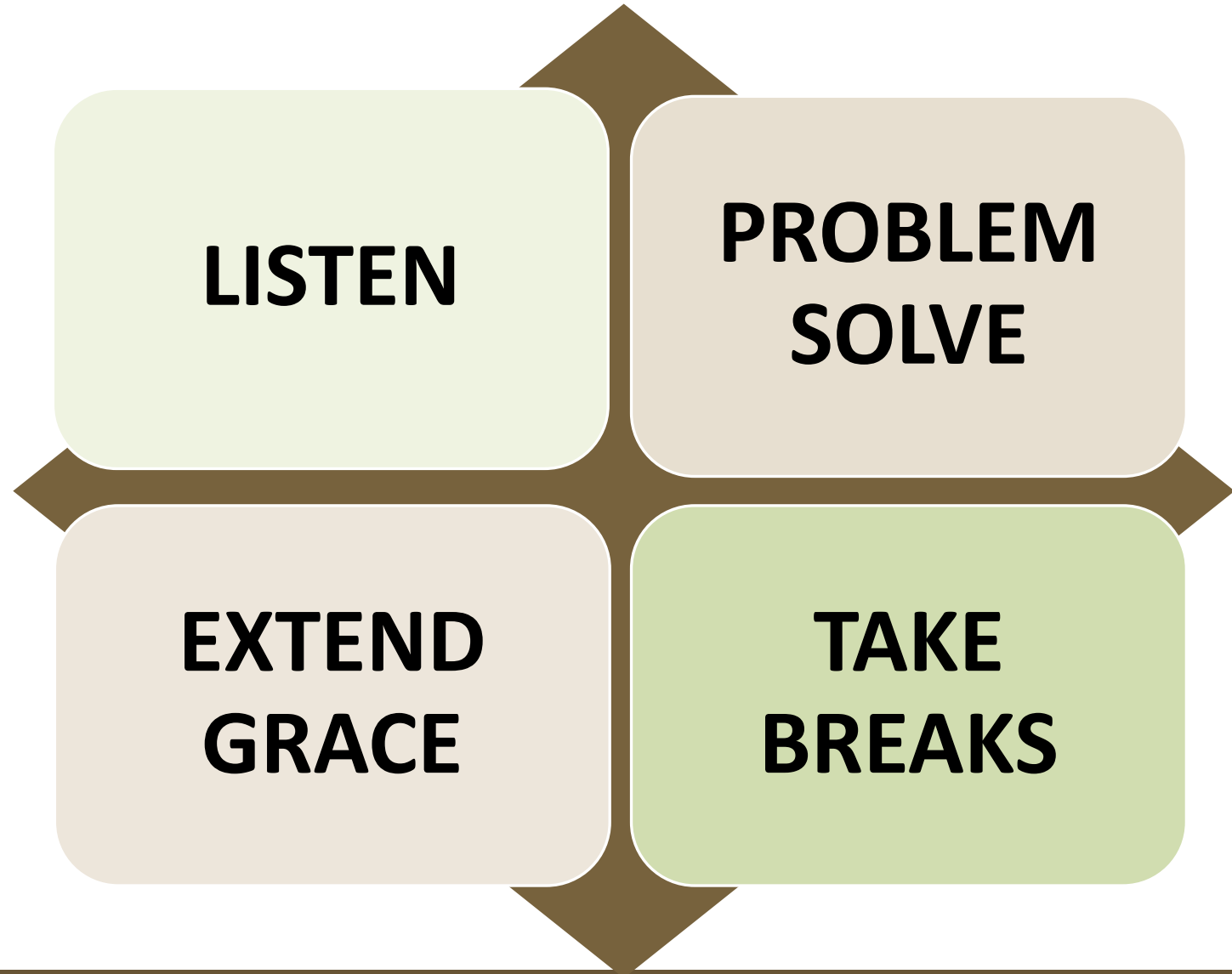
Managing
Difficult
Conversations:
Things to Avoid

DON'T:



Managing
Difficult
Conversations:
Things to Embrace

DO:



**Be brave
enough to
start a
conversation
that matters.**

Questions | Comments





*Thank
you!*

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