

How to Have Difficult & Meaningful Conversations – with Anyone

The Conversations You're Avoiding — And How to Move Positive Change Forward

What makes a conversation difficult?

Briefly describe a conversation you need to have and what makes it difficult for you.

The issue doesn't have to make the conversation difficult. It is the _____ and _____ we attach to observable events that can make it more difficult.

Remember: Good _____ don't always translate into positive _____. And when we are hurt or frustrated by others, their intention may be different from their impact on us.

I SEE • I FEEL / BECAUSE • I NEED / REQUEST

I SEE — Checklist

1. _____.
2. _____.
3. _____.
4. _____ issue only.
5. No _____ truck.
6. _____ not interpretation.

ENGAGE 2 EQ SKILLS

Reality Testing

Your ability and willingness to assess the here and now, what is actually happening and compare that objectively to what you imagine is going on.

Impulse Control

Your ability and willingness to resist or delay impulses and the temptation to act – to filter action or expression as appropriate.

My I SEE: When you...

Your Notes

STEP TWO

I Feel / Because

Name your emotions and describe their impact on you, without assigning blame.

I Feel / Because — Checklist

1. Name the _____(s).
2. Own your _____.
3. No one can _____ you feel anything.
4. Avoid “I feel like you...”
5. BECAUSE = Impact on _____, not blame on _____.

The Magic in Three

I feel _____
What else? _____
What else? _____

My I FEEL _____

BECAUSE _____

Quick check: Am I sharing the impact on me without accusing the other person?

Your Notes

ENGAGE 2 EQ SKILLS

Emotional Self-Awareness

Your ability and tendency to know what you are feeling and why. Distinguishing one emotion from another and understanding its logical cause.

Emotional Expression

Your willingness to share, communicate and be reasonably transparent with your feelings.

BECAUSE offers a bridge to understanding.

I Need / My Request

Identify what you need. Then ask for what would help.

I Need / My Request — Checklist

1. Identify your need. Start with a _____ if stuck.
2. Determine _____ specific request.
3. Be _____!
4. Leave room for _____.
5. Ask for _____.

ENGAGE 2 EQ SKILLS

Assertiveness

Your ability and tendency to stand up for yourself and speak your mind while being sensitive to the needs of others

Problem Solving

Your ability and tendency to solve problems that involve emotions, even when upset, and use emotions as an effective problem-solving tool

My I NEED / MY REQUEST

Quick check: Ask for what you need. The other person may not be able to meet your need, but this conversation gives you the best chance at being heard and understood.

If they do not agree, use your EQ skills: _____ and _____. Repeat your request and be quiet.

Your Notes

Practice & Return to Your Conversation

Use the framework to practice saying what needs to be said.

Example: When you interrupted me today at our team meeting, I felt frustrated because I lost track of my thoughts. It would help me if you would wait until I finish my thought. Will this work for you?

Situation #1 Practice

I SEE

I FEEL / BECAUSE

I NEED / REQUEST

Situation #2 Practice

I SEE

I FEEL / BECAUSE

I NEED / REQUEST

PUT IT INTO PRACTICE — OR TAKE IT FURTHER

New skills take practice. What's your next step?

Practice: I'll schedule time on _____ to use this model.

Explore: Scan the QR code to book an exploratory conversation.



RETURN TO YOUR CONVERSATION

What would you say differently now?

I SEE

I FEEL / BECAUSE

I NEED / REQUEST

What ONE aha! will you implement from this workshop?