



PTA

CON

LIVE

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Facilitating Difficult Conversations

Shaton Berry

Purposeful YOUth Detroit,
Chief Operating Officer

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everychild.onevoice.[®]

Objectives

- ★ Determine what makes some conversations difficult and why we must have them
- ★ Identify how to manage their own feelings and others involved
- ★ Develop approaches to facilitate difficult conversations

★ Can you think of a conversation that....

- You have avoided?
- Didn't go as planned?
- Wished you could re-do?





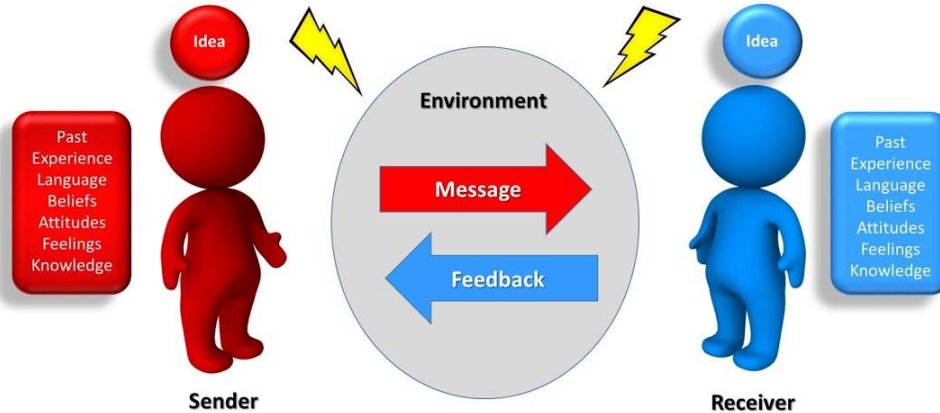
★ What was the conversation about?

- ★ Performance or Attitude
- ★ Addressing micro-aggressions/stereotypes
- ★ Accountability
- ★ Pattern of problematic behavior
- ★ Disrespect
- ★ Seeking assistance
- ★ Apologizing

★ Difficult conversations are about something important, and feelings are at their core. Otherwise, they would not be difficult!



Communication Process: A Model



Mohamed Issa, PhD (2020)

Prepare.....

- ★ Name your feelings
- ★ What happened?
- ★ Avoid “right” and “wrong”
- ★ Focus on importance
- ★ Don’t assume
- ★ Identify your part
- ★ Risks/consequences
- ★ Be open
- ★ Plan your approach

★ Use “I” statements

- I wanted to talk with you about _____
because__ (why is it important)__
- Describe observable behavior “I saw, noticed, heard....”
- Name feelings / states of mind “I was confused, surprised,
uncertain”
- Share your thoughts as a hypothesis. And I wondered if

- ★ Don't take anything personally
- ★ Refocus
- ★ Recenter
- ★ Respect
- ★ Remain calm
- ★ Observe
- ★ Be sincere
- ★ Plan



IN THE CHAT BOX.....

What are phrases you can use to help resolve the conflict/issue?

Examples....

- I didn't realize this was going on, so tell me more.
- I want to listen to your point of view, but I can't do it when you are yelling at me.
- I understand your point of view, but I see it differently.
- I will incorporate your thoughts going forward.
- Both of us need to put more effort into this if it's going to work out.
- Why don't you agree with me?
- Since we can't seem to agree, can we continue talking about it another day so we can think of more solutions?
- Let's see what we can do to make sure it doesn't happen again.
- What can I do to improve communication, so this does not happen again?
- What can I do next time to make this less difficult for you?

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



**THANK YOU FOR
ATTENDING!**

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