

Practical Tools for Difficult Conversations: Resources for Practice

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Cathy Ode, M.Ed., Presenter FaithBased Consulting
303-579-8832 cathyode@gmail.com

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From Nonviolent Communication: a suggested script

“When _____,

I felt _____

because I need _____.

I would like _____.”

From The Four Agreements by Don Miguel Ruiz

1. Be impeccable with your word

“When you are impeccable, you take responsibility for your actions, but you do not judge or blame yourself.”

2. Don't take anything personally

“Nothing other people do is because of you. It's because of themselves.”

3. Don't make assumptions

“We have the tendency to make assumptions about everything. The problem is that we *believe* they are the truth.”

4. Always do your best

“Under any circumstances, always do your best, no more and no less. But keep in mind that your best is never going to be the same from one moment to the next.”