

Creating Communication: Dialogue in Difficult Situations

Course Summary

Description

A dialogue cannot take place if one person refuses to communicate. This course is an adaptation of the material in Mark Goulston's book "Just Listen: Discover the Secret to Getting Through to Absolutely Anyone" supplemented with other material on creating rapport and communicating in difficult situations and with difficult people.

The basic theme of this course is that rather than being "held hostage" by the other person's unwillingness or inability to engage, we can work through a process of gradually opening a dialogue so that the other person is willing to listen and work towards a solution that resolves the impasse. Essentially, the course is designed to deal with the situation summed up in the phrase "They just won't listen!"

The course does not merely follow Goulston's book, but at various points brings in supporting ancillary material and related techniques from other sources. The course also uses material from PT4238 Communications Skills.

This course is about 30% lecture and about 70% hands on practical experience with the techniques discussed

Objectives

After taking this course, students will be able to:

- Establish a dialogue with someone in an emotional or distressed state.
- Maintain control of a highly volatile communication.
- Maintain control of themselves during a highly volatile communication,
- Facilitating moving the other party from resistance to listening.
- Move the other party from listening to buy-in and considering options.
- Identify toxic situations and people to avoid being manipulated.
- Use communication techniques to assist in building rapport and empathy.
- Manage communications where the other party is being deliberately disruptive.

Topics

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| • Being Held Hostage in a Communication | • Steer clear of toxic people |
| • Move yourself from "oh f#@& to ok" | • Steer clear of toxic situations |
| • Rewire yourself to listen | • Techniques to achieve buy-in and get through |
| • Make the other person feel "felt" | • Fast fixes for seven challenging situations |
| • Engaging the other person | |
| • Check your dissonance and ego at the door | |

Audience

This course is appropriate for anyone who needs to know how to establish dialogue in stressful or emotionally volatile situations.

Prerequisites

This course uses concepts and techniques from PT4278 Communications Skills. It is strongly recommended that students complete that course before taking this one.

Duration

Two days

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Course Outline

I. Being Held Hostage in a Communication

- A. Characteristics of a volatile dialogue.
- B. The usual unsatisfactory outcomes.
- C. The persuasion cycle: How the Brain Goes from "No" to "Yes"
- D. The three-part brain
- E. Amygdala hijack and the death of rational thought
- F. Mirror neurons
- G. Current research into empathy
- H. From theory to action

II.

Move yourself from "oh f#@& to ok"

- A. Get through to yourself first
- B. Speed is everything
- C. The "oh f#@& to ok process
- D. The power of "oh f#@&"
- E. The "oh f#@& to ok" speed drill

III. Rewire yourself to listen

- A. "But i do listen! . . . don't I?"
- B. How well do you know the people you know?
- C. Self-monitoring your communications behaviour

IV. Make the other person feel "felt"

- A. Why does "feeling felt" change people?
- B. The steps to making another person feel "felt"
- C. Using listening styles to help the other person "feel felt"
- D. Being attentive to the implicit messages

V. Engaging the other person

- A. Be more interested than interesting
- B. Don't just act interested—be interested
- C. Make people feel valuable
- D. Help people to exhale emotionally and mentally
- E. Moving a person away from distress
- F. Guiding a person to exhale

VI. Check your dissonance and ego at the door

- A. The perils of corporate dissonance
- B. Focus on the person, not the outcome.
- C. Pay attention to all the messages and don't jump to conclusions
- D. Deal with the facts, not with suppositions
- E. When you can't avoid dissonance, anticipate it
- F. When all seems lost—bare your neck

VII. Steer clear of toxic people

- A. Needy people
- B. Bullies
- C. Takers
- D. Narcissists
- E. Psychopaths
- F. Mirror check: who's the problem?

VIII. Steer clear of toxic situations

- A. The gotcha setup
- B. The no-win gambit
- C. Diversionary strike
- D. The con

IX. Techniques to achieve buy-in and get through

- A. The impossibility question
- B. The magic paradox
- C. The cascade of "yes"
- D. A trust-gaining move
- E. The empathy jolt and the power of analogy
- F. The reverse play, empathy jolt #2
- G. "Do you really believe that?"
- H. The power of "hmmm . . ."
- I. The stipulation gambit
- J. From transaction to transformation - negotiating versus relating
- K. What question would make you look up?
- L. Side by side
- M. Fill in the blanks
- N. Take it all the way to "no"
- O. The power thank you and power apology

X. Fast fixes for seven challenging situations

- A. The team from hell
- B. Climbing the ladder
- C. The narcissist at the table
- D. Stranger in town
- E. The human explosion
- F. Getting through to yourself
- G. Six degrees of separation