



Courageous Conversations Support Sheet

Four-Point Self-Check (G.E.C.O.):

I choose to see this conversation as gift to myself and to others. I expect it to go well in the end and to hone my skills and learn a lot about myself in the process. I remember that everyone is “at choice” and neither of us is a victim. I am open to any possibility that will satisfy both of us, even if it is not my idea. I don’t need to be right, I simply want to find a solution that works and leaves everyone whole, if not better, in the process.

G.E.C.O.

1. **Gift**

Reframe your idea of conflict from the negative to the positive. Recognize the embedded gift to practice your skills, make a positive impact, and demonstrate strong leadership.

2. **Expect**

Breathe deeply and expect this to work out well and potentially even better than expected. At the very least, you’ll learn something new about what works and what doesn’t.

3. **Choice**

Shift into neutral and remember that everyone is “at choice.” Nobody *has* to do anything, and no one is a victim... even if the other person doesn’t remember or know that. Simply focus on what you are requesting or offering, give them clear choices, and allow them to make their own decisions. Lose your judgement about what, how, or why others do what they do or want what they want. Let them know you respect and believe in their ability to decide what is ultimately right for them.

4. **Be Open**

Let go of your need to win, be right, or only have your solution accepted. Be open to a new possibility or idea that might spring from this conversation. As long as it satisfies both parties, it shouldn’t matter who generated the idea.

Two Rules of Engagement:

1. Listen First, Talk Second

Once you've established what the conversation will focus on, check in with the other person and truly listen to their perspective. You will learn so much that will be helpful in reaching a resolution. Seek first to understand, then to be understood.

2. No Talking Backwards

Few people will ever see the past the same so commit to redirecting the conversation toward creating a new and better future instead of trying to find agreement about what happened in the past.

A.R.C.H. Formula:

1. Acknowledgement and Agreement

Acknowledge the other person point of view and find a place around the issue where you can agree.

2. Request

Make a request ... either for your solution, request an idea from them, or if neither of you have an answer... request to bring in someone to the conversation as a neutral facilitator.

3. Confirm

Once you have made a new agreement, confirm the details. Too many conversations go wrong because what seemed clear was not.

4. Hope

End with gratitude for the conversation and express your hope for a good or better outcome. Communicate your optimism about the future of your new agreement.

Courageous conversations are the core competency of emotional intelligence.

Every time we demonstrate our own personal leadership with these communication skills, we remind ourselves and model for others and the world at large that there is a better way to solve disagreements and manage conflict in a healthy, mature, respectful, and productive way.

If our team at **LionSpeak** can support your personal leadership efforts in any way, we are standing by ready to help.

Let us be your personal leadership coach! We offer several ways to get better quick:

- **Leaders of the Pride Workshop**
 - 2-day workshop for team leaders, owners, and managers
 - www.LionSpeak.net/leaders
- **Virtual Coaching Packages**
 - We offer a variety of packages from our one-hour Pinpoint Sessions which are perfect to get help with one small issue to our 2-, 5-, and 10-session packages for those conversations that need a little more time and practice.
- **Courageous Conversations Mastery Program**
 - Put us on your team! This ongoing virtual program with 12 sessions per year can be used when and how you want. Whether its preparing for employee reviews, team meetings, team retreats, or one-on-one conversations, we'll help you organize your thoughts, stabilize your emotional platform, clarify your requests, inspire your delivery, and help you sound and act like the leader you always wanted to be.
- **Teambuilding Calibration Retreats**
 - Build, align, and strengthen your team with a team retreat customized to reenergize and realign your team to accomplish the vision and goals of the business. Includes pre-work, interviews, and post-retreat follow-up virtual sessions.

www.LionSpeak.net/calibration

Contact us at info@LionSpeak.net or (800) 595-7060 and we'll help you select the perfect fit.