



Managing Difficult Conversations

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agenda

INTRODUCTION

SKILL EXPLANATION

PRACTICE EXAMPLES

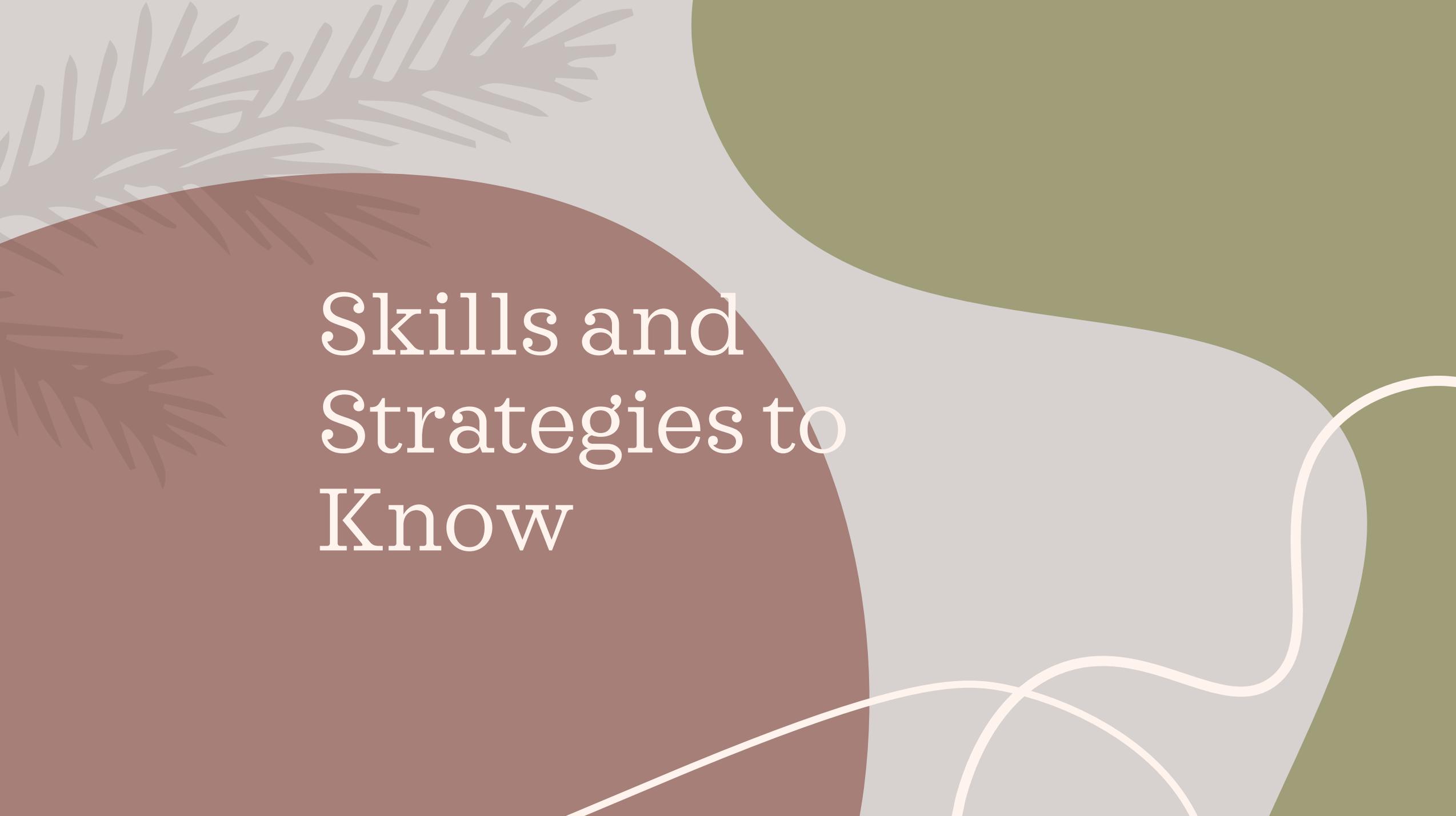
Q & A

Closing

introduction

Who am I and why are we here?



The background features a light grey base with large, overlapping organic shapes in muted green and brown. Faint, stylized foliage patterns are visible in the upper left and lower left corners. A white, wavy line curves across the bottom right portion of the image.

Skills and Strategies to Know

Skills for Interpersonal Effectiveness

- DEAR MAN (when your objective matters)
- GIVE (when the relationship matters)
- FAST (when your self respect matters)
 - (and sometimes there is a combination of these factors)

DEAR MAN

- Describe
- Express
- Assert
- Restate

- Mindful
- Appear Confident
- Negotiate

GIVE

- Gentle Manner
- (act) Interested
- Validate
- Easy Manner

FAST

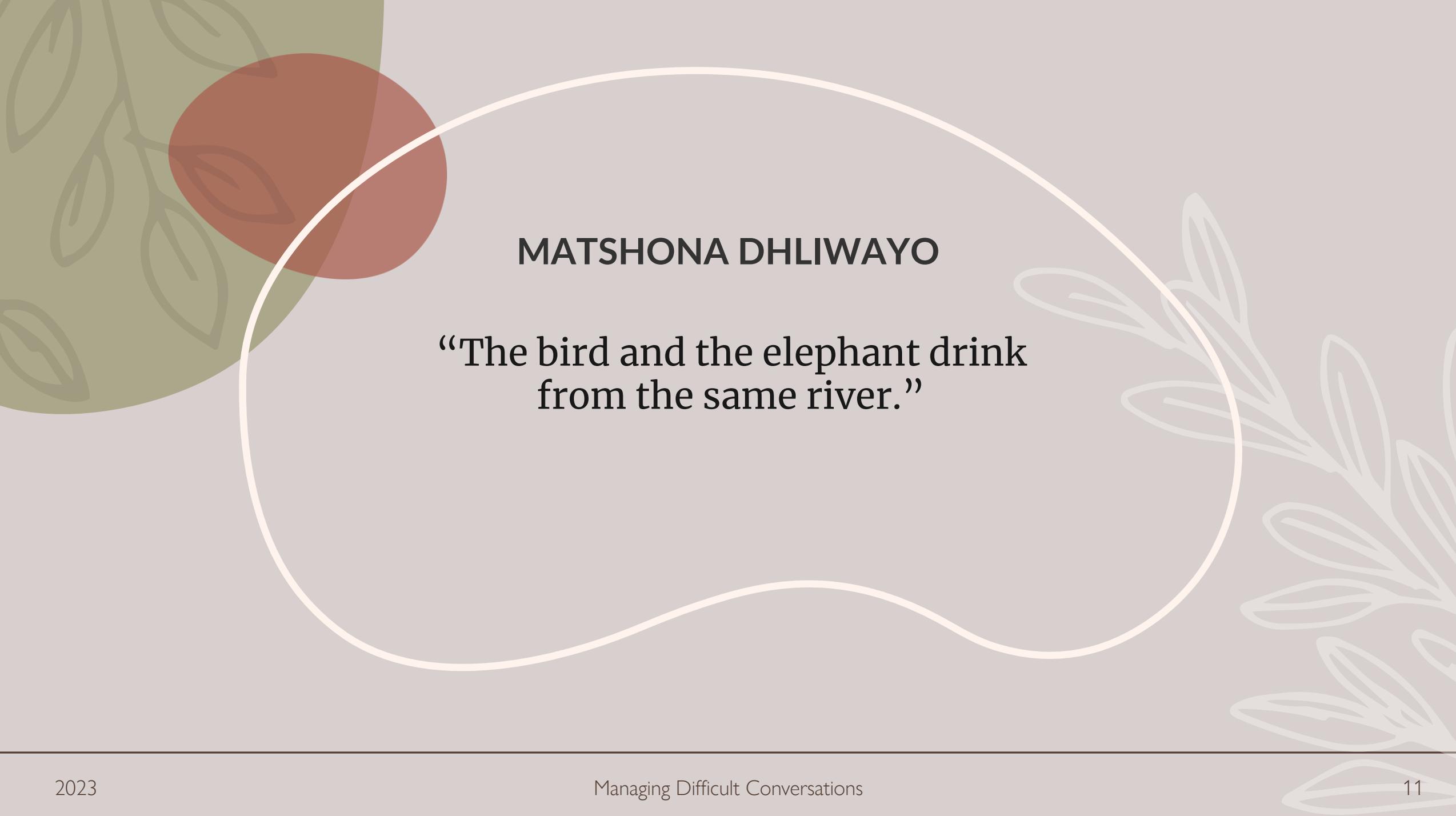
- Fair (not just to the person, but also YOURSELF)
- Apologize only when necessary
- Stick to your values
- (be) Truthful

Levels of Intensity

- Priorities
- Capabilities
- Timeliness
- Homework
- Authority
- Relationship
- Reciprocity
- Goals
- Respect

Modulating Your Intensity

Total of YES for asking	Intensity Rating	Total of NO for saying no
Ask firmly, insist	6	Refuse firmly, don't give in
Ask firmly, resist no	5	Refuse firmly, resist giving in
Ask firmly, take no	4	Refuse firmly but reconsider
Ask tentatively, take no	3	Express unwillingness
Hint openly, take no	2	Express unwillingness but say yes
Hint indirectly, take no	1	Express hesitancy but say yes
Don't ask, don't hint	0	Do what they want without being asked

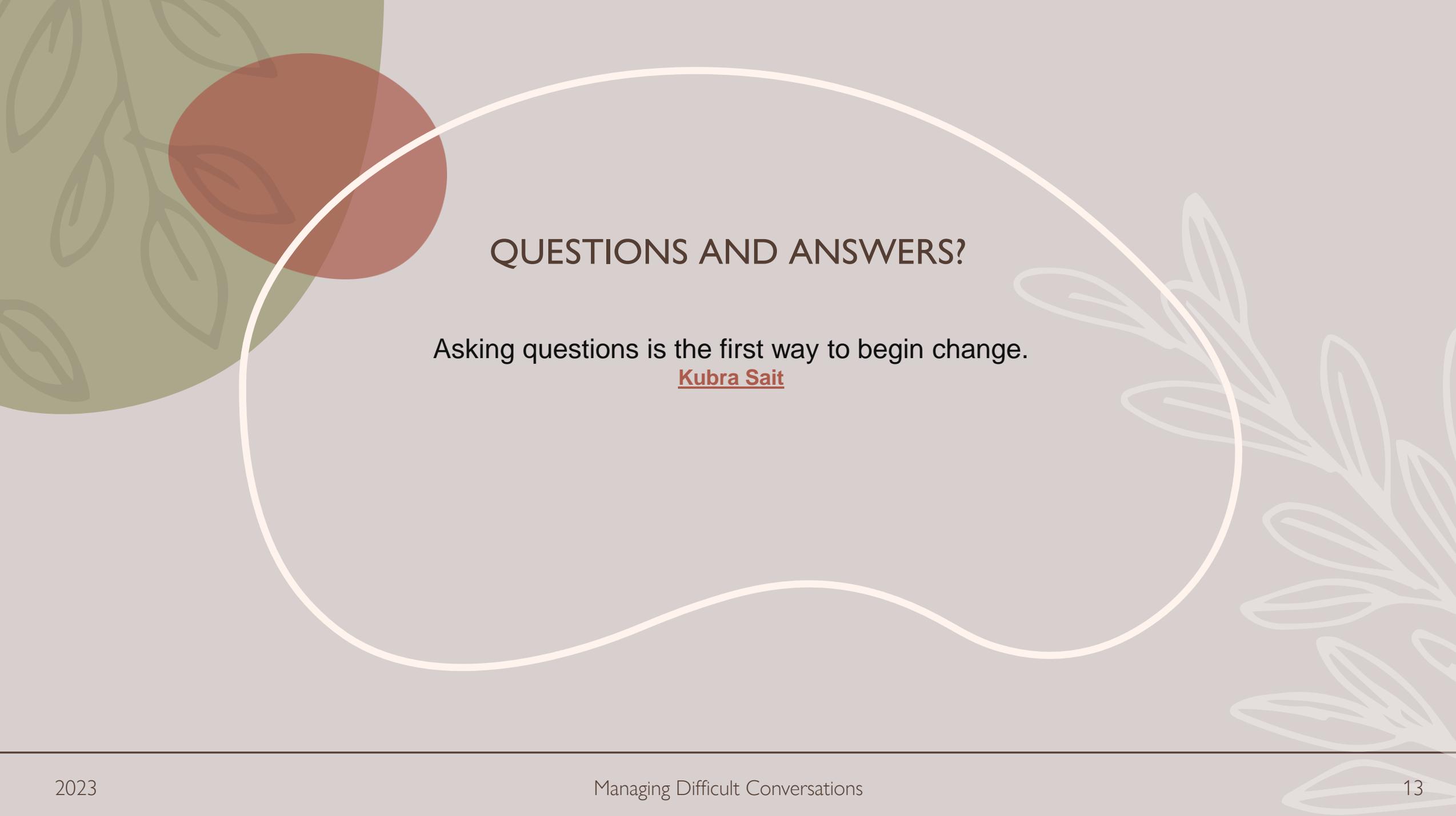


MATSHONA DHLIWAYO

**“The bird and the elephant drink
from the same river.”**

Practice Examples?

- Friend/Family Member
- The Coworker
- The Supervisor



QUESTIONS AND ANSWERS?

Asking questions is the first way to begin change.

[Kubra Sait](#)



thank you

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