



## TYPES OF DRAGONS

<b>1.</b>	<b>2.</b>	<b>3.</b>	<b>4.</b>
<b>My Dragon:</b>		<b>Label the Behavior not the</b>	
<b>Examples of Behaviors:</b>			

## PREPARING FOR THE CONVERSATION

**Your Data Bucket List:** Capture information about the difficult person: What they say/do? What was the impact? When did this happen?

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### **A Bug & A Wish List:**

What behaviors are bothering me?	What things may NOT change?	What can I tolerate?	What would I wish to change?

**My Fingerprints:** How have I contributed to the problem?

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## INFUSING INFLUENCE Principle of Liking

<b>1. Similarity:</b>	
<b>2. Compliments:</b>	
<b>3. Cooperation:</b>	



**HAVING THE CONVERSATION  
Feedback Framework:**

<b>1. Step Back and Think:</b>	
<b>2. Gain Insight and Understanding:</b>	
<b>3. Define the problem:</b>	
<b>4. Discuss the Impact &amp; Future Implications:</b>	
<b>5. Determine the Ideal outcome:</b>	
<b>6. Agree on a Resolution:</b>	

**PERSONAL CONFLICT STYLE \***

<b>Competing</b>	
<b>Collaborating</b>	
<b>Compromising</b>	
<b>Avoiding</b>	
<b>Accommodating</b>	
<b>My Primary Conflict Style</b>	

**EMPATHY FORMULA**

**Feel** - I can see why you feel that way  
**Felt** - Something similar has happened to me before  
**Found** - What I found is...

\*According to Thomas Kilmann Conflict research



## EMPATHY STATEMENTS

<b>1.</b> Sounds like that is challenging.	<b>2.</b> That must be very upsetting.	<b>3.</b>	<b>4.</b>
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## ACTION PLAN

<b>Start-</b> What is one thing I will START doing after today's session?	
<b>Stop-</b> What's one thing I will STOP doing after today's session?	
<b>Continue-</b> What's one thing that is working that I will CONTINUE to do?	