

FOR LOVE OF WATER

LET'S TALK TOOLKIT

The process below outlines four steps for how we can have a difficult conversation in a productive manner that move us through the motions of agreeing on principles, embracing a diversity of perspectives, pulling out what hits home and reaching clear deliberate decisions on how to move forward together.

It of course does not end there. We must keep practicing the art of having difficult conversations, then paying attention to our actions thereafter. Let us know how it goes.

Step 1 When entering a difficult conversation try agreeing to the following

- **Agree to hear other peoples view.**
- **Agree not to interrupt the other people when they express their view .**
- **Agree that there is no winner or loser and that this conversation is an opportunity to discover something new and creative.**
- **Agree to be open to this.**

Step 2 Say the different views

- **Start by letting one person say everything from the way in which they see the situation.**
- **Remember the other side listens and does not interrupt.**
- **Once the one person has said everything the other person says their views without being interrupted.**
- **Make sure no one breaks these rules.**
- **Each side may go a few times as long as each side has equal turns enabling everything that can be said to be said.**

Step 3 Look for what stood out

- **Once each person has 'gotten everything out' think about the one thing that stood out for you during the last stage.**
- **Maybe it was something that was new / unusual / different / interesting (it does not matter who said it as long as it was something that really stood out).**
- **Share that one thing with the other person and why it stood out.**
- **It's important that each person must think of at least one thing that stood out.**

Step 4 Make a decision based on what stood out

- **From here, keeping in mind what stood out, start playing with options or decisions about what you can each do in order to move forward.**