



**Conflict
Conversations:
Empathetic
Dialogue in Volatile
Times
PART 2
Practical Tips**

Kiana Pierre-Louis, Esq.

Introductions

Kiana Pierre-Louis, Esq.

- Assistant Dean, DEI
- Select Board Chair
- DEI facilitator and Consultant
- Corporate and Real Estate Attorney





Definition of Conflict

- “A serious disagreement or argument”
 - “To be different, opposed, or contradictory: to fail to be in agreement or accord”
-



Competing

Collaborating

Compromising

Avoiding

Accommodating



Difficult conversations

**Anything you find hard to talk
about**

Difficult Conversations

- Active listening
- Assess the situation
- Address Roadblocks
- Assume Positive intent
- Focus on Dialogue
- Be Transparent and willing to make mistakes
- Honor discomfort
- Commit to the Conversation
- Expect and accept the lack of closure





This Photo by Unknown Author is licensed under CC BY



THE “WHAT HAPPENED” CONVERSATION



THE FEELINGS CONVERSATION



THE IDENTITY CONVERSATION

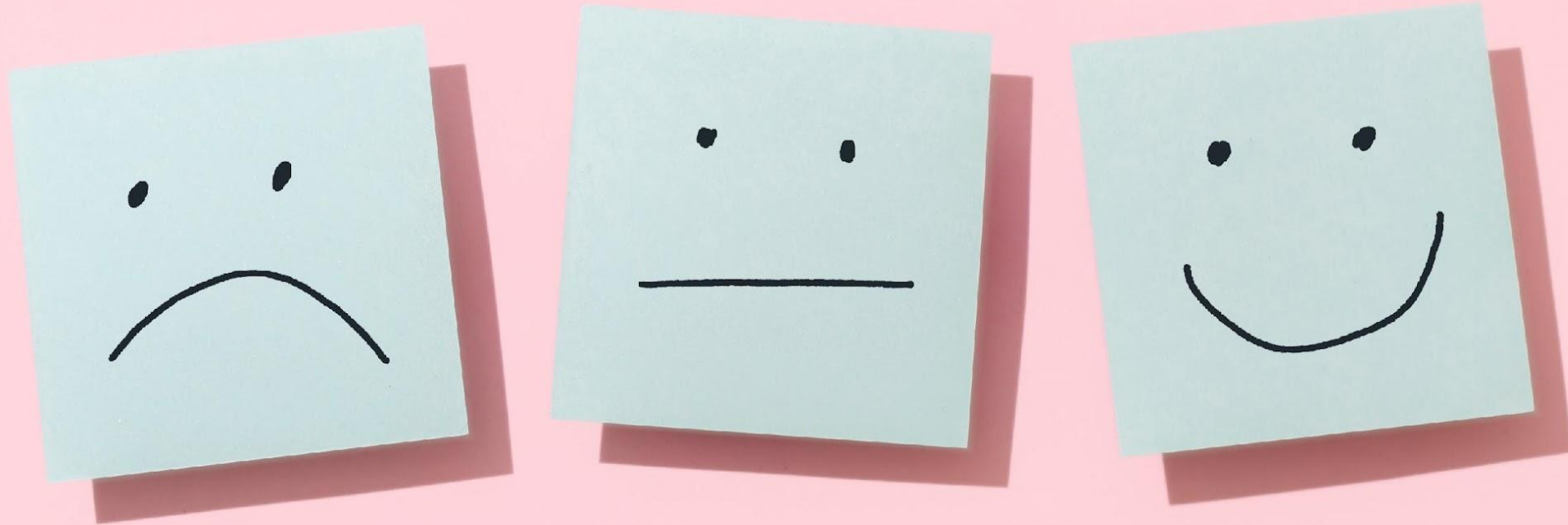
What happened?!

- **The truth assumption**
- **The intention invention**
- **The blame frame**



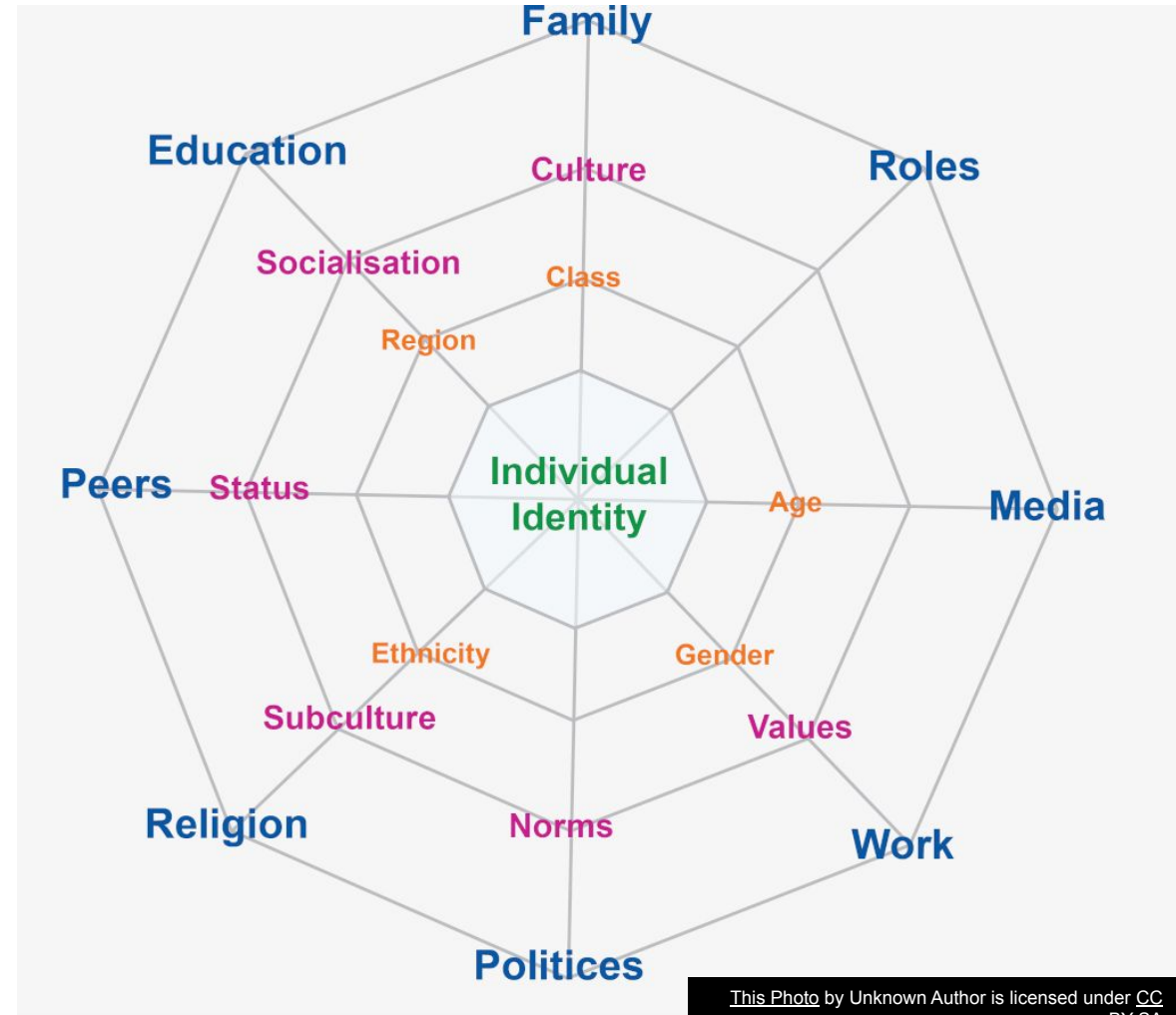
The Feelings Conversation

“Difficult Conversations: How to discuss what matters”, by Douglas Stone, Bruce Patton and Sheila Heen



The Identity Conversation

- Looks inward
- How do we see ourselves
- Imposter Syndrome



Third Story

Every difficult conversation includes an invisible third story



[This Photo](#) by Unknown Author is licensed under [CC BY-SA-NC](#)

Specific types of Conversation

1. **Bad news**
2. **Making a request**
3. **Revisiting a conversations gone wrong**



