



Difficult Conversations

How to Talk to Yourself
and Others for Connection and Success



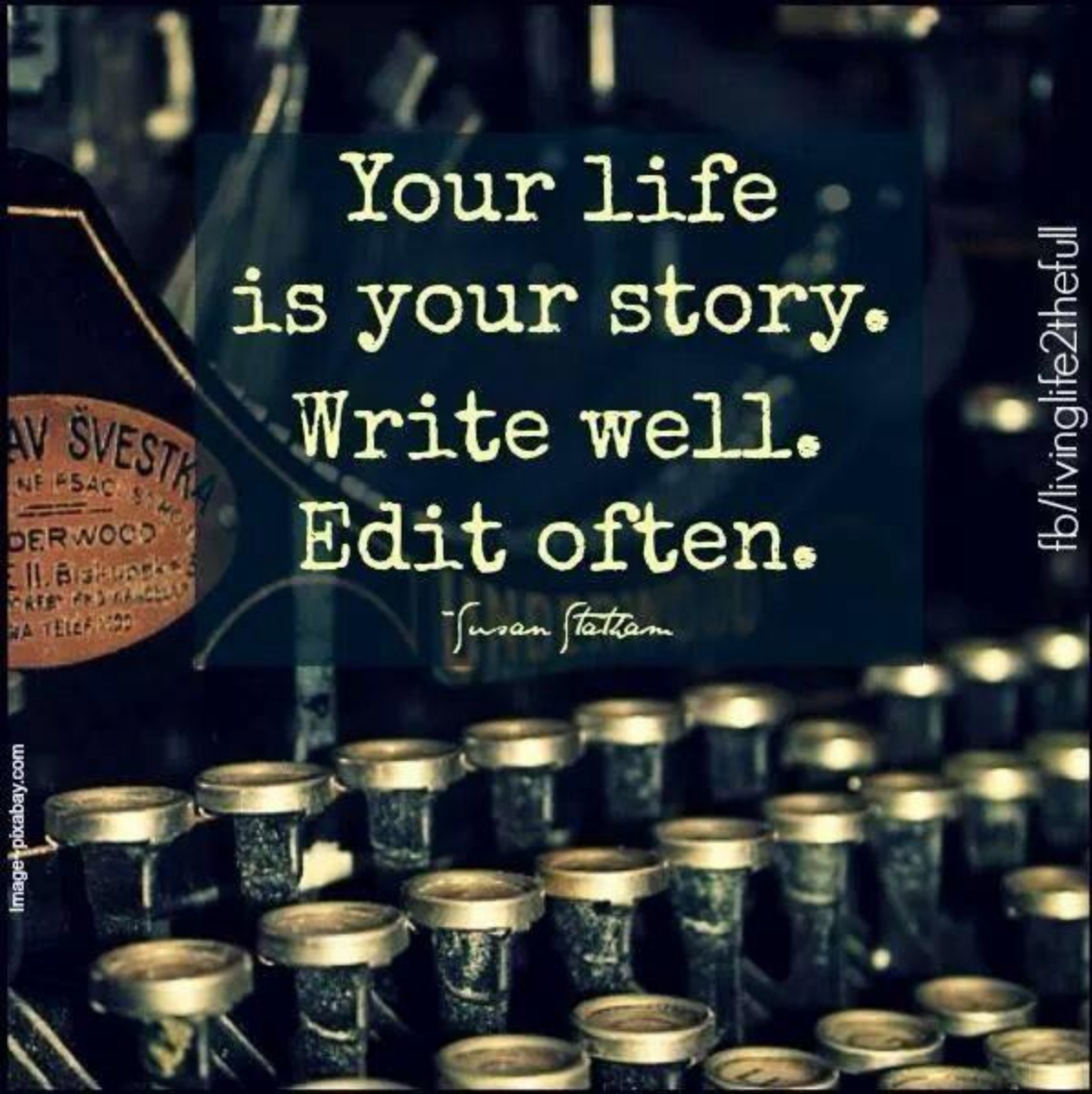
Lady Lovefest, February 17, 2017



Impromptu Networking

1. What big challenge do you bring to this gathering?
2. What do you hope to get from this group?
3. What do you hope to give this group?





Your life
is your story.
Write well.
Edit often.

Susan Statham

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What story are you telling yourself?

- Once Upon a Time...
- And every day...
- But then...
- Because of this...
- And because of this...
- Until finally...
- Ever since then...

Emotional Intelligence

1. **Self-awareness:** mindfulness, journaling, personal SWOT, ask for feedback
2. **Self-regulation:** manage your emotions, deep breathing, and notice anger, anxiety and stress
3. **Motivation:** self-discipline, celebrate small wins, set goals, rediscover your purpose
4. **Empathy:** active listening, discern body language
5. **Social Skills:** develop trust and rapport, deal with conflict, build self-confidence



**THE
CONVERSATION**

***IS THE*
RELATIONSHIP**

Common Responses

Deny

Deflect

Defend



Deep listening
at our edge
is enough.

-Mark Nepo

Nepo, M. (2013). *Seven thousand ways to listen: staying close to what is sacred*. London: Simon & Schuster.



What?

So What?

Now What?