

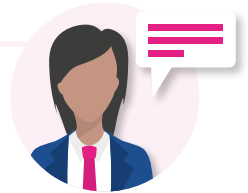
## Courageous Conversations

### WE NEED TO FIND WAYS TO HAVE DIFFICULT CONVERSATIONS

*Avoid putting it off – by not having these conversations, we trade our short-term comfort for the long-term health of our self-esteem and wellbeing.*

#### STEP 1: OPEN WITH AN 'I' MESSAGE

Start the conversation by saying, "I have a problem."



#### STEP 2: DESCRIBE THE PROBLEM

Describe the problem in a non-threatening way. Avoid placing blame or agitating the person you're talking with.



#### STEP 3: DESCRIBE YOUR FEELINGS

Tell the person how you feel about the problem in a clear and concise way.



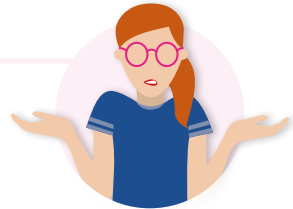
#### STEP 4: ASK FOR THEIR OPINION

Include the person in the discussion by asking for their opinion, and listen to their response without interrupting.



#### STEP 5: ASK THE HARD QUESTIONS

**Ask:** If you continue this behaviour, will it make our relationship/situation worse? **Ask:** Do you want our relationship/situation to get better or worse?



#### STEP 6: EXPLORE THE ISSUE

Explore the issue together and aim to reach a resolution that works well for both people.

