

TALKING ABOUT CHANGING BEHAVIOR

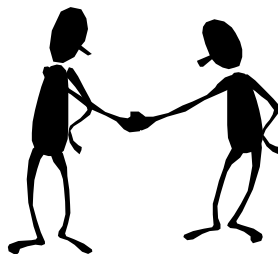
Sometimes it is appropriate to address another person's behavior that you find difficult to deal with. Before you do, ask yourself what it is about this behavior that is difficult for you. Does the other person's behavior simply annoy you, or do you assess that it actually limits your ability to do your work in some way? If so, how does that happen?

If you do address a particular behavior with another person, here is a way to start the conversation that will make it easier for the other person to listen to you.

Six Steps to *Starting* the Conversation:

1. Describe the other person's behavior
2. Relate your interpretation of their behavior
3. Ask what the other person's experience is and *listen to what they say*
4. Describe the emotions that come up for you when the other person enacts that behavior (optional)
5. Request a different *behavior* that would work better for you
6. Wait for their response *and listen to it*
7. Continue the conversation from here...

If you enter the conversation with an open mind the outcome may be different behavior, or simply a better understanding of and appreciation for the observers you each are, and less suffering as a result.



A WORD ABOUT “FEELINGS”

When we tell others how we feel it is critical that we speak about our moods and emotions.

Say, “I feel ...”

afraid
anxious
happy
embarrassed
regretful
ashamed
proud
indignant
hopeful

angry
sad
resentful
respectful
guilty
grateful
jealous
enthusiastic
frustrated

Avoid saying, “I feel...”

judged
misunderstood
lied to (or misled)
abused
cheated
unheard
used

inept
foolish
stupid
like this isn't fair
like I'm in the dark
like a loser
like you don't care

All of the above are *assessments*, not emotions.
Many of them point a covert finger of blame at the other person.



SOME EXAMPLES OF EMOTIONS PAIRED WITH ASSESSMENTS

“I’m frustrated because I don’t believe you understand what I’m saying.”

“I’m angry right now because I assess that you are not telling me the full truth.”

“I feel a great deal of respect for you because I think you handled that difficult situation very well.”