# Bridging A Guid Conv Differences with Character

A Guide to Civil Conversations at Work



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# Step I:

Create a Safe Space

"I want us to have open, respectful conversations here, even on tough subjects."

#### Step 2: Start with Curiosity

"Can you tell me more about why this issue is important to you?"

#### Share Your Perspective

Step 3:

"I feel concerned when we..."

## Step 4:

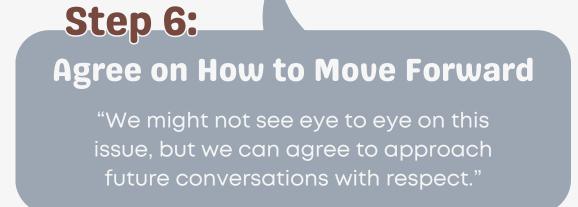
#### Validate the Other Person's Feelings

"I see that this issue is really important to you, and I respect that."

## Find Common Ground

Step 5:

"While we might have different views, I think we both care deeply about fairness."



References

1. https://hbr.org/2020/10/managing-a-team-with-conflicting-political-views

2. https://eye.hms.harvard.edu/files/eye/files/difficult-conversations-summary.pdf

3. https://hbr.org/2023/05/how-to-disagree-productively