

# Insights Into Difficult Conversations

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# Part 1: Is this a conversation you can have?

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toxic  
person

abusive  
person

insufficient  
connection

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# Part 2: Do the internal work to prepare

What's your motive and purpose?

1. Preacher
2. Prosecutor
3. Politician

**“Two of the most powerful and effective of human fears are the fear of failure and the fear of success.”**



# Psychological Traps

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anchoring

selective  
perception

confirmation  
bias

# Understand structure of difficult conversations

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what  
happened

feelings

identity

# Bias in the practice of law

I'm ethical and  
you're not!

Illustration:  
Virus

# Part 3: Navigating difficult conversations



Know where you are  
and try to steer



# Keep track of communication meaning and content







- It can be the right thing to stop and walk away





- Try the call-in approach





- Is an apology part of the conversation?





- Consider the best conditions



# Conclusions



Practice



Mixed results

# Bibliography

## Books:

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## Podcasts:

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