



listenfirst

Listening Changes Everything

ListenFirst Course II : “THE SPEAKING TURN”

First, What makes us hesitate to raise an important issue with someone?
Second, What would most of us define as a ‘difficult’ conversation?

There are usually two dynamics involved for people in answering these questions:

- (1) We know our issue will be unpleasant, or at least difficult for the other person to hear.
- (2) We will have to face, and handle, handle that person’s negative emotional reaction.

To navigate these uncomfortable waters, successfully, “The Speaking Turn” day will provide you with practice in using these 5 tools:

- (1) Formatting an issue briefly and objectively, with minimum likelihood of creating offense.
- (2) Choosing an assertive option to being aggressive or submissive.
- (3) *Managing* the other’s defensiveness, rather than *preventing* it (not possible).
- (4) Depersonalizing the other’s common defenses: anger, excuses, blame, minimizing, etc.
- (5) Changing your ‘self-talk’ to stay calm in the face of the other’s ‘storm.’

This “Speaking Turn Day” balances the conversation equation. With the listening skill, our focus is solely on the other person’s “RED” (Emotion). The Speaking Skill requires us to focus on *two* RED’s at the same time – Our own (the issue we want addressed), and the other person’s emotional reaction to what we say. The challenge in this day is to balance both sets of emotions. We want to accomplish our result, and we want to do that in a way that respects and provides space for the other person’s likely reactions.

Date and Time:	Sunday MAY 5 th , 2019	9:30 am to 5:00 pm
Location:	Park East Pilates	58 East 79th Street 5th Floor. New York
Course Cost:	\$50.00 per person	Check or Cash

*There will be Breaks and a Lunch Period. Food and Beverages are at your discretion.
Please respond as soon as possible, and or by THURSDAY, MAY 2nd 9:00 pm,
to reserve your seating as the seating is limited on a first commit basis.*

www.listenfirst.net

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