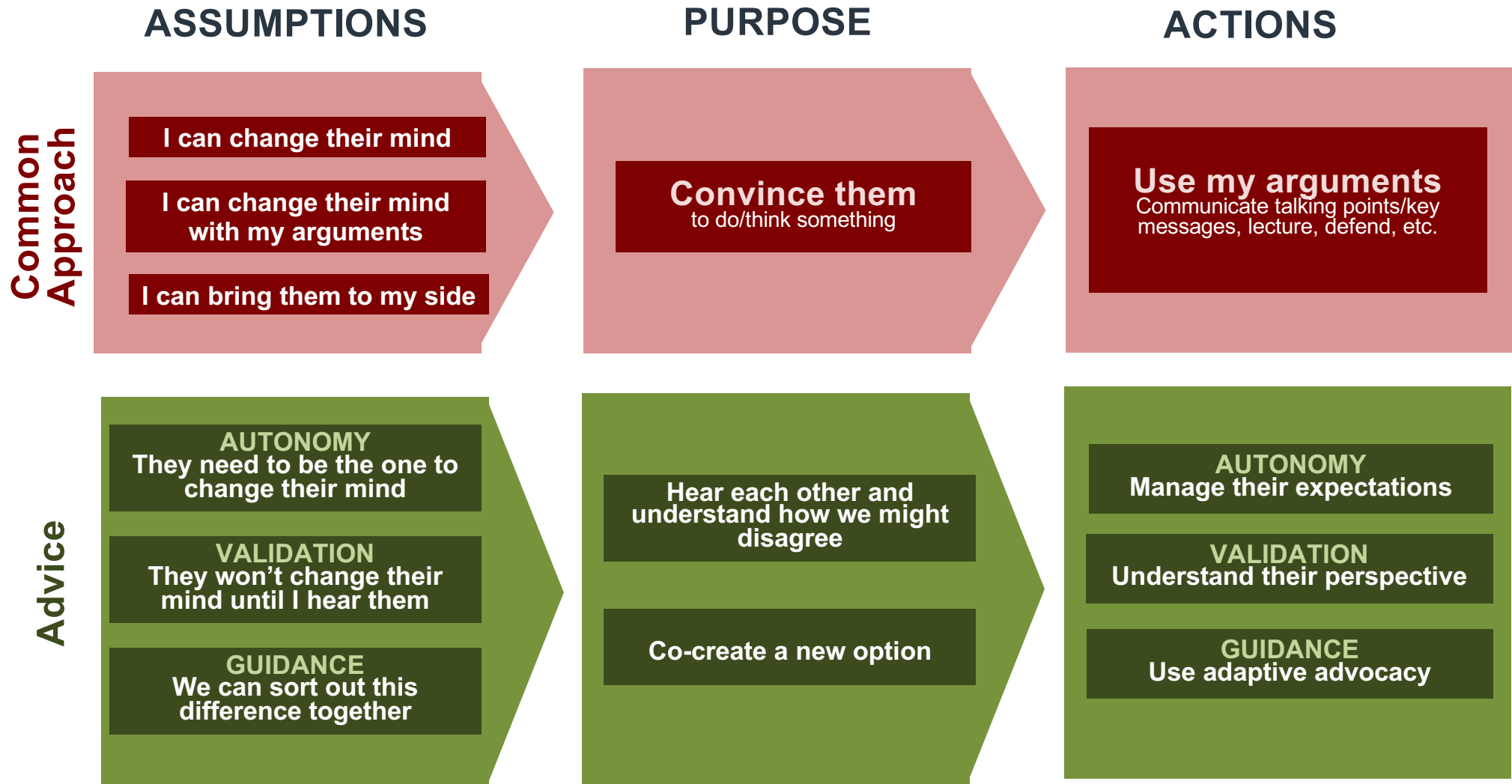


MANAGING DIFFERENCE GOALS

It's critical to think clearly about your goals in a conversation where you're trying to manage difference effectively. If your purpose is simply to convince them to adopt an idea you have already created, you may want to rethink your assumptions, adjust your purposes, and develop different actions.



ACTION ADVICE

Remember three elements needed to change someone's mind, and make deliberate decisions on how you'll approach your next conversation where you'll need to manage difference.

AUTONOMY

Manage their expectations

In the moment: manage their expectations. "I'm not trying to change your mind."

Over time: Offer time and space for them to make up their own mind.

VALIDATION

Understand their perspective

Listening

Being open to learning about their concerns and perspectives

Inquiring

Asking how they understand it

Acknowledging
Showing that you hear them

GUIDANCE

Use adaptive advocacy

- A. Ask: are they ready to hear my advocacy?
- B. Bring them up my ladder
- C. To be persuasive, show I can be persuaded