

LEAD

WITH COURAGE, WISDOM, & INTEGRITY

IS IT A PROBLEM OR A STRAW?

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LADDER OF CONCLUSIONS

CONFLICT LIVES INSIDE OF THE STORY

Difficult conversations often arise when people disagree with each other – leading to anger, frustration, avoidance or even intimidation. Someone wants to be ‘right’.

When people disagree it is often how they interpret the ‘facts’ and create different ‘stories’– different ways of interpreting the situation, conversation or event.

The **Ladder of Conclusions** is a useful tool/ process for allowing people to share their stories in a conversation to:

- See how they have created meaning from their own points of view.
- Broaden one’s understanding of the other person’s story (empathy).
- Come to a new understanding of how to move forward for mutual success.

*Including / Appreciating / Expanding / Sharing /
Discovering / Developing / Celebrating*

STEPPING DOWN THE ‘L.O.C.’

PREPARE: Set up time to discuss the situation/ story in private. Be clear on your desired outcome. Be clear on your intention. Understand the impact it will have. Practice with someone (peer coaching).

Step 1: Connect... set the context by saying you want to ‘process’ the situation together so that you are more able to have a healthy conversation about something that happened in the past. Let the person know that you want to end up with a stronger relationship.

Step 2: Share Stories... each person take a turn sharing your stories about the situation. (facts, feelings, thoughts, beliefs and conclusions)...listen without judgment.

Step 3: Discover Impact... discover the impact the situation had on each other.

Step 4: Discover Ripple Effect... discover the ripple effect it has on others.

Step 5: Partner... discuss how, in the future, you can do things differently... what actions and commitments you can make with each other for a better outcome. Agree to touch base and give each other feedback to ensure you achieve your desired outcome.

