

# CONFLICT DISPUTE & RESOLUTION

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## The Feelings Conversation

### Instructions

As you read the material for our next class, keep these questions in mind. To answer them, you will have to reflect critically on what you have read and possibly re-read important passages. Keep in mind that there are two basic kinds of information that you need to look for in the reading:

1. What are the main points or conclusions that an author accepts with respect to a particular issue?
2. What are the reasons, important considerations, and evidence that lead the author to accept that conclusion?

For our purposes, *it is information of the second sort that will be our primary concern* since our most basic task is to *evaluate the reasons and evidence* that are offered to support accepting one possible conclusion about an issue, rather than another.

Although I strongly suggest that you write out brief answers to these questions, you do not have to turn in written responses. You do, however, need to be prepared to speak intelligently about these issues at our next class meeting.

### Reading

Stone, D., Patton, B., & Heen, S. (2010). Have Your Feelings. In *Difficult Conversations: How to Discuss What Matters Most* (2<sup>nd</sup> ed., pp. 85–108). New York: Viking Penguin.

### Questions

1. Why do people tend to suppress or ignore their feelings during a difficult conversation? What risks does doing so carry and what problems can this cause?
2. Why is it important to understand your own emotions during a difficult conversation? What three ways for better understanding your own feelings do Stone *et al.* suggest?
3. What does it mean to “negotiate with your feelings” (p. 90)? How is this done and why is it important for effectively expressing your emotions during a difficult conversation?
4. What three guidelines do Stone *et al.* give for expressing your feelings in an effective and productive manner during a difficult conversation?