

Difficult, not bad: Navigating tough conversations

*****SOT*****

Sara Bennett

OSF HealthCare psychotherapist

"Hopefully that goal is to not be right. Hopefully it's to come to some kind of resolution or share some information. Maybe you're seeking advice." (:09)

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OSF HealthCare psychotherapist

"Sometimes when we approach things too directly, it makes the other person put on their armor. Difficult conversations are both listening and speaking. You want to understand what's happening and present your topic logically." (:18)

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OSF HealthCare psychotherapist

"That can look like nodding your head in agreement or asking for something to be clarified so we both are understanding. This really avoids miscommunications and misunderstandings, which can escalate a conversation." (:22)

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Sara Bennett

OSF HealthCare psychotherapist

"This is probably a subject that you haven't brought up before. Even if this conversation doesn't go the way you'd like it to, it's very likely this is not a one-and-done subject. Just like the problem didn't happen overnight, the solution probably isn't going to happen overnight. Be patient with yourself and the other person. Feel the emotions of being disappointed, but then ride that wave and let the emotions pass. Try to keep in mind that this is a step forward even if it wasn't what you expected." (:40)