

Difficult, not bad: Navigating tough conversations

Run time - :45

ANCHOR LEDE

From bad grades to marital problems, difficult conversations come up more often than you'd think. Luckily, there are time-tested ways to navigate them.

Tim Ditman of OSF HealthCare has more.

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Start by finding the right time to talk and choosing a goal. But the goal shouldn't be to win.

Be an active listener by staying off devices, and choose "I messages."

OSF psychotherapist Sara Bennett:

\*\*\*SOT\*\*\*

Sara Bennett

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)**

So instead of: You never do the dishes, and that makes me overwhelmed.

Try: I feel overwhelmed when I come home, and the kitchen is chaotic.

I'm Tim Ditman.

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ANCHOR TAG

If all else fails, try the talk again later. Or get some outside help, like a guidance counselor at school or H-R at work.