

Difficult, not bad: Navigating tough conversations

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.

TAKE VO

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."

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)

VO TAG

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

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

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.