CONFIDENCE IN COMMUNICATION
MOUTHPEACE CONSULTING

Lesson 6: Communicating Difficult Messages

The principle: iFONE the CNO for difficult conversations.

The communication behaviors: Difficult message delivery (for mostly one-way conversations) and difficult message dialogue (when input is required)

Why the behaviors matter: Difficult conversations amplify error, risk, and reward.

The behaviors:

CNO for difficult message delivery (for mostly one-way communication)

Concisely state Waldo
    Use respectful clarity for difficult Waldos
Notice the response
    It's never 100% clear how people will react; A+A repair may help
Out of interaction
    May have to circle back; not all difficult conversations are lengthy

iFONE for difficult message dialogue (when input is required)*

Issue
    State issue & provide example
Feelings
    State emotions about issue/problem
Own your part
    State your role in the problem, if appropriate
Need to resolve
    State your desire to resolve
Encourage their response
    Let them talk

3 Quick Tips for Multiparty Interactions

1. Increase use of summaries & comprehension checks
2. Designate a spokesperson if you need one
3. Do clearinghouse around the horn if you have time

Implementing the behaviors:

- Use CNO or iFONE for a difficult conversation this week. Record what happens on your reflection sheet.
- Stretch goal: Use CNO or iFONE for a difficult conversation you've been avoiding.

For more information:

- Read p. 180–189 of *Stop Talking, Start Communicating*
- Review the lesson here: http://mouthpeaceconsulting.com/rmchcs/ password: RMCH

*iFONE technique adapted from Susan Scott, *Fierce Conversations*, 2004