

# Practice STATE Skills



# STATE SKILLS

## SHARE YOUR FACTS

- “Facts are facts”
- Facts do not insult
- Facts are more persuasive than “feelings”
- Starting with feelings or stories can easily lead to defensiveness

## TELL YOUR STORY

- Facts by themselves do not always paint the full picture
- The story articulates why the facts are a concern
  - It leads me to conclude...
  - I believe that...
  - I start to think that...

## ASK FOR THE OTHERS' PATH

- There are often facts we do not have
- Be humble as your assumptions may be inaccurate
  - How do you see it?
  - Can you help me better understand?
  - What's your view?

## TALK TENTATIVELY

- Tell your story as a story, not as a fact
- Avoid absolutes
  - The fact of the matter is...
  - The only reasonable option is to...
  - That's a dumb idea...

- Allow room for other stories to be shared
  - In my opinion...
  - I'm wondering if that example applies...
  - Maybe it would make more sense to...

## ENCOURAGE TESTING

- Sincerely invite different opinions
- **Make it safe for others to react to your facts/story**
- If your goal is to compel or control, you will not be successful resolving issues

## SCENARIO

Think of a real conversation you are avoiding, or a conversation you are holding that is not going well. Role play through how the conversation should be held

### SHARE YOUR FACTS

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### TELL YOUR STORY

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## ASK FOR THE OTHERS' PATH

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## TALK TENTATIVELY

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## ENCOURAGE TESTING

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## THE KEYS TO HOLDING PRODUCTIVE CONVERSATIONS

- Recognize and understand when a conversation turns difficult – opposing opinions, strong emotions, high stakes
- Decide ahead of time how you will act in the moment
- Use your STATE skills to navigate – all the while watching your tone, body language, and choice of words
- Hold yourself and those you converse with accountable

