



# **Authentic Communication**

## **Book Highlights**

# **Difficult Conversations**

**Difficult conversation is when we feel threatened in 3 aspects of task, relationship & self**

**Our default reaction is defensive brings out the worst in us**

**In terms of relationship, we need to realize that cooperation stems from solidarity, not self-righteousness.**

**Mutual trust and respect are at the core of every productive interaction.**

**The feeling we have for each other are crucial to a successful conversation**

**In a productive conversation, the goal is to let others know what impact their actions had on us, and inquire as to what let them to act the way they did**

## **Quadrilemma**

**To avoid the escalation of negative attributions and emotions, it's necessary to understand acknowledge, and validate the impact of our actions on the other before even beginning our attempt to clarify our intentions**

**We can't control the appearance of toxic thoughts & feelings in our mind.**

**Expressing negative thoughts can create a lot of damage**

**If you don't want to dump the poison of your unspoken thoughts & emotions into your conversations and don't want to swallow it, you can **REFINE** it**

**The same thoughts that destroy communication can be refined to energize more effective, rational & honorable ones**

# **Processing Toxic Thoughts**

**The first step is “Awareness” .**

**Writing can provide consciousness.**

**It gives us a chance to separate ourselves from our thoughts and consider them objectively**

# Processing Toxic Thoughts

**The second step is “Assuming Unconditional Responsibility”.**

**Even though you can't choose what comes, you can choose how to respond to that material in alignment with your values**

**Avoid polarised thoughts about yourself**

**When faced with negative emotions about yourself,  
you become defensive and thus deny/justify any  
involvement**

**When you adopt the player stance, you are no longer  
at the mercy of automatic defensive routines.**

**You gain insight into how you are using them and how  
they hold a kernel of truth**



# Processing Toxic Thoughts

**The third step is to strive for “Mutual Learning”.**

**We often operate within the unilateral control mode trying to “win” the conversations, showing others that we are right while they are wrong**

**It’s crucial to remind yourself of your “judgements” and the need to express them humbly, aiming for a mutual understanding**

**When we shed our desire to control others, we can focus on how to work better together, share, information, & achieve our goals**

**While they are profitable, systems are controls and the lesser the controls with the people, the lesser is their creativity (and the guests can feel that)**

## **5 Mutual Purposes**

**There are 5 mutual purposes in a difficult conversations**

**1. Learning their story**

**2. Expressing Your Views & Feelings**

**3. Addressing The Situation Together**

**4. Create A Respectful Context**

**5. Ensure A Proper Setting For The Conversations**

## **The 2 Skills**

- 1. Expressions- They are about how we present our opinions, feelings & needs respect fully**
- 2. Inquiry- They are about how we help the other to express her opinions, feelings, and needs**

# **Guidelines For Productive Expression**

**1. Find Common Ground**

**5. Ensure Comprehension**

**2. Provide Facts**

**6. Accept challenges**

**3. Own Your Opinions**

**4. Recommended Actions**

**Productive Inquiry is a way to learn about other people's reasoning**

**The less the other person feels received & appreciated, the less he will be willing to listen & engage with you in a productive conversation**

## **Disclaimer**

**This is just a summary. For a better understanding,  
reading the book is highly recommended**

**This summary is as per my interpretation and learning**

**Please excuse any errors**



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