

Name _____ **DEARMAN**



DEARMAN

What is your biggest challenge in difficult conversations?

- **Describe.** Describing the situation objectively, using only facts.
- **Express.** Expressing how you feel. Do you express too much? Not enough?
- **Assert.** Stating what you want and need to resolve the situation.
- **Reinforce.** Interacting with the other person in way that encourages them to respond well to you.
- **Mindfulness.** Keeping your goal in mind and not letting the difficulty of the situation distract you from it.
- **Appear Confident.** Feeling and expressing confidence.
- **Negotiate.** Knowing your limits so you can negotiate with confidence.

My biggest challenge is: _____

Write why you think this is a problem for you, and some ideas about how you can be better prepared to handle this aspect of the conversation during your next difficult situation.
