

# LEADING DIALOGUE CHECKLIST

Remember that those facing change are similar to those in pain. Meeting in the middle is forcing them to “change” their polar opinions and behaviors.

We want to appeal to their Heads, Hearts and Hands for the most effective change.

## When appealing to polarized parties address them by:

**Creating Awareness:**  
(HEAD)



**Perception = Reality** – Are they aware of the perception that others are holding of them that are not involved in the conflict?

**Impact to team members outside of the conflict** - Are they aware that they are negatively impacting the culture, atmosphere, and workload of their colleagues?

**Branding/Reputation** – Is this how they want to be known in the workplace: “the guy on floor 4 who won’t talk to the \_\_\_ voter”?

**Understanding Intention:**  
(HEART)



**Automatic thoughts are not accurate** – We all have automatic thoughts – we cannot control them - observe and set aside. This first thought is not accurate.

**Reframe** – Now give that automatic thought some alternate possibilities: “They must see that health care is essential - maybe they lost a loved one due to bureaucracy?”

**Operate according to brand** - Ask about intention – What do they want to be known for? Generosity, Accuracy, Kindness? What would a \_\_\_ person do?

**Habits & Behaviors:**  
(HANDS)



**Respond vs. React** - Immediate responses and actions are rash – build the habit to breathe and give space. Few things need immediate action.

**Buy space** - “I never looked at it that way before” - To create more space, build the habit of having a ‘go-to’ line that is always 100% true (because if you had thought this you wouldn’t have your polar position).

**Appeal to values** “I know it’s important to you to be \_\_\_” - Lean on the behaviors that their aspirational value practices: Patient people speak in low tones; Wise people listen; Generous people allow others to be right; and so on. If their value is accuracy – ask them “What is a common practice of accurate people that we can lean on here?”



SCAN ME

©Shawna Corden – [www.ShawnaCorden.com](http://www.ShawnaCorden.com)  
& Barbara Trautlein - [www.ChangeCatalysts.com](http://www.ChangeCatalysts.com)

ALSO AVAILABLE AT: [WWW.SHAWNACORDEN.COM/CHECKLIST](http://WWW.SHAWNACORDEN.COM/CHECKLIST)