

Conversational Moves for Winsome Disruption

Clarify, Affirm, Question

Clarify: Steelman and reflect opposing arguments

- Am I right that you're saying...?
- Can I summarize what I think I'm hearing?

Affirm: Be interested and validating

- I'd love to hear more about...
- I can appreciate that, and I think we agree on...

Question: Push at thin points

- Could you clarify the connection you're making between...?
- I'm not really following how [a] leads to [b] / how [a] incorporates the idea that...

Creating Better Culture Around Us

Engage in deeper stories

Seek and share stories that deepen understanding of each other.

- I'm curious, what led you into this kind of work?
- I have a bit of an unexpected connection with this topic...

Find shared goals and facts

Find points of connection to lower the heat and create a base for discussion.

- I'm curious, what does a successful version of this strategy look like to you?
- I think we both agree that the data at the very least indicates...

Push back joyfully

When disagreeing, make it clear that you are not hateful, obstinate, or aggravated.

- I totally see your point. I just think we need to pay more attention to...
- I love where your head is at, but we can't ignore that...