

# Seven Steps for Effective Difficult Conversations

 Listening: \_\_\_\_\_

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 Asking: \_\_\_\_\_

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 Summarizing: \_\_\_\_\_

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 Validating: \_\_\_\_\_

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 Expressing: \_\_\_\_\_

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 Negotiating: \_\_\_\_\_

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 Committing: \_\_\_\_\_

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