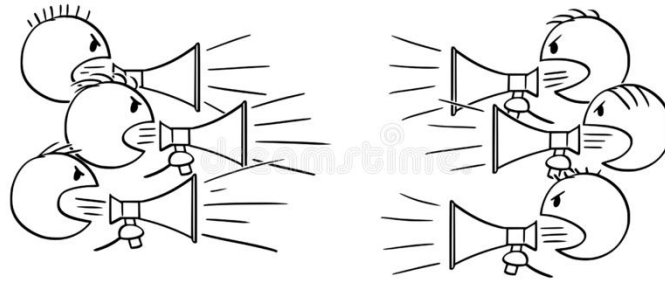


# Communicating across Differences

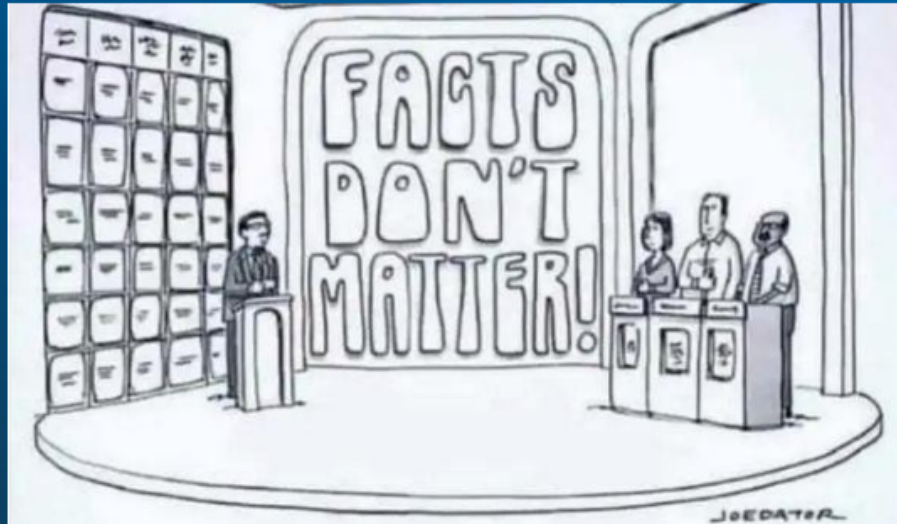
Mary Beth Stevens

[practicalempathy@gmail.com](mailto:practicalempathy@gmail.com)

**What are some of the topics that come to mind when you think about  
“Communicating across Differences”?**



**What happens when you try to talk across the divide?**



**"Sorry Arthur, your answer was actually correct, but Paul shouted his opinion louder so he gets the point. And an extra bonus point also goes to Sue as she was offended by your answer".**

## Fight - Flee - Freeze

FACT 1: Everyone's stress response is triggered by conflict.

FACT 2: You can choose to calm that response.

Respirate

Hydrate

Laugh

Cry

## Persuade with Your Ears



*Curiosity is the biggest gift.  
-- Dr. Helen Riess*

*What people really need is a good  
listening to.  
-- Mary Lou Casey*

MB Stevens, [practicalemathy@gmail.com](mailto:practicalemathy@gmail.com), June 2023

# Video 1

## Conflicting Facts? How to Talk Anyway

<https://www.youtube.com/watch?v=EI4kMsxDIBM>

MB Stevens, [practicalemathy@gmail.com](mailto:practicalemathy@gmail.com), June 2023

# How to Listen When It's Hard

## Avoid the Fundamental Attribution Error

Devillainize: *Why would a reasonable, rational & decent person do that?*

Patterson, et al, 2012

“Even the most difficult ... person usually has some quality that you can respect. By recognizing that quality, you can calm a person who is desperate to be respected.” Eddy, 2011

MB Stevens, [practicalemathy@gmail.com](mailto:practicalemathy@gmail.com), June 2023

# Video 2

## Get curious

<https://www.youtube.com/watch?v=4u1itk83RjA&list=TLPQMwNTlwMjKJPRr0NzGBSw&index=2>

MB Stevens, [practicalemathy@gmail.com](mailto:practicalemathy@gmail.com), June 2023



## Regain Your Balance

### Take a break

### Let go of trying to control their reaction

“Just as you can’t change another person, you can’t control their reaction.”

### Seek advice from your future self

How important will this be?

What do you think you’ll have learned?

Who do you want to have been?

(Stone, et al, 1999)



*Acceptance facilitates change  
... ambivalence is normal ...  
it's dancing not wrestling.*

-- Richard Choate

MB Stevens, [practicalemathy@gmail.com](mailto:practicalemathy@gmail.com), June 2023

## A Wish for the Week Ahead

May we be anchored in love and empathy.  
May each step we take forward be mindful.  
May we appreciate each moment of joy,  
big or small, and may we find rest in  
those cool, sweet places. May we find our  
common ground, and may it be firm  
enough to stand on. May we remember who it  
is we'd like to be, and may there be good  
coffee to sustain us as we do the work.



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Nanea Hoffman

MB Stevens, [practicalempathy@gmail.com](mailto:practicalempathy@gmail.com), June 2023

## Recommended Reading

Patterson, K., Grenny, J., McMillan, R., & Switzler, A. (2002). *Crucial Conversations: Tools for Talking When the Stakes Are High*. McGraw-Hill.

Stone, D., Patton, B., & Heen, S. (1999). *Difficult Conversations: How to Discuss What Matters Most*. Penguin Books.

Winkle Giulioni, J. (2022). *Elevate Any Conversation with These 2 Words*.

[https://www.juliewinklegiulioni.com/articles/elevate-any-conversation-with-these-2- words/](https://www.juliewinklegiulioni.com/articles/elevate-any-conversation-with-these-2-words/)