



# Conducting a "CLEAN TALK"

It is not others' behaviour that dictates our feelings but how we (mis)interpret their intentions and the fact that our needs remain unmet. When you articulate your desires rather than criticise what you feel is wrong with the other person, the possibility of finding ways to meet everyone's needs greatly increases. A 'clean talk' can help with just that.



## BENEFITS OF A 'CLEAN TALK'

- It helps make conversations feel safer and more productive.
- Each person takes responsibility for his or her part instead of blaming the other person.
- You can express your feelings (feel heard) without hurting the other person.
- Communicate behaviour without introducing a diagnosis, judgment, or evaluation.

## HOW TO CONDUCT A 'CLEAN TALK'

1. Say how you feel in simple terms: sad, angry, happy, angry, or a combination of these. Use "I" statements throughout.
2. State the specific behaviour/situation that caused that feeling.
3. Say what you judge, believe, think.
4. 'Own it' - Present the reviews as your perception.
5. Say what you want. Accept your desires regardless of whether the other person is willing to change or not.



## PRECONDITIONS FOR A 'CLEAN TALK' TO BE SUCCESSFUL

- Find the right time so that both parties will be able to listen
- The person listening first reflects back on what he/she has heard.
- The person listening can respond to what is said without questioning it. The person can show empathy (if honestly felt) and also respond to what was said to present their own perception of the situation. But the listener should not judge what he/she hears.



## EXPERIENCING CONFLICT IN YOUR ORGANISATION?

Conflict in an organisation where a variety of personalities and backgrounds coexist is inescapable. However, disagreements at the workplace can affect the motivation of your employees, slow down productivity and take up valuable time. We at MzN are happy to assist you and your team deal with conflict constructively. If you are keen to find out more, please get in touch.