



# Turning Difficult Conversations into Opportunities

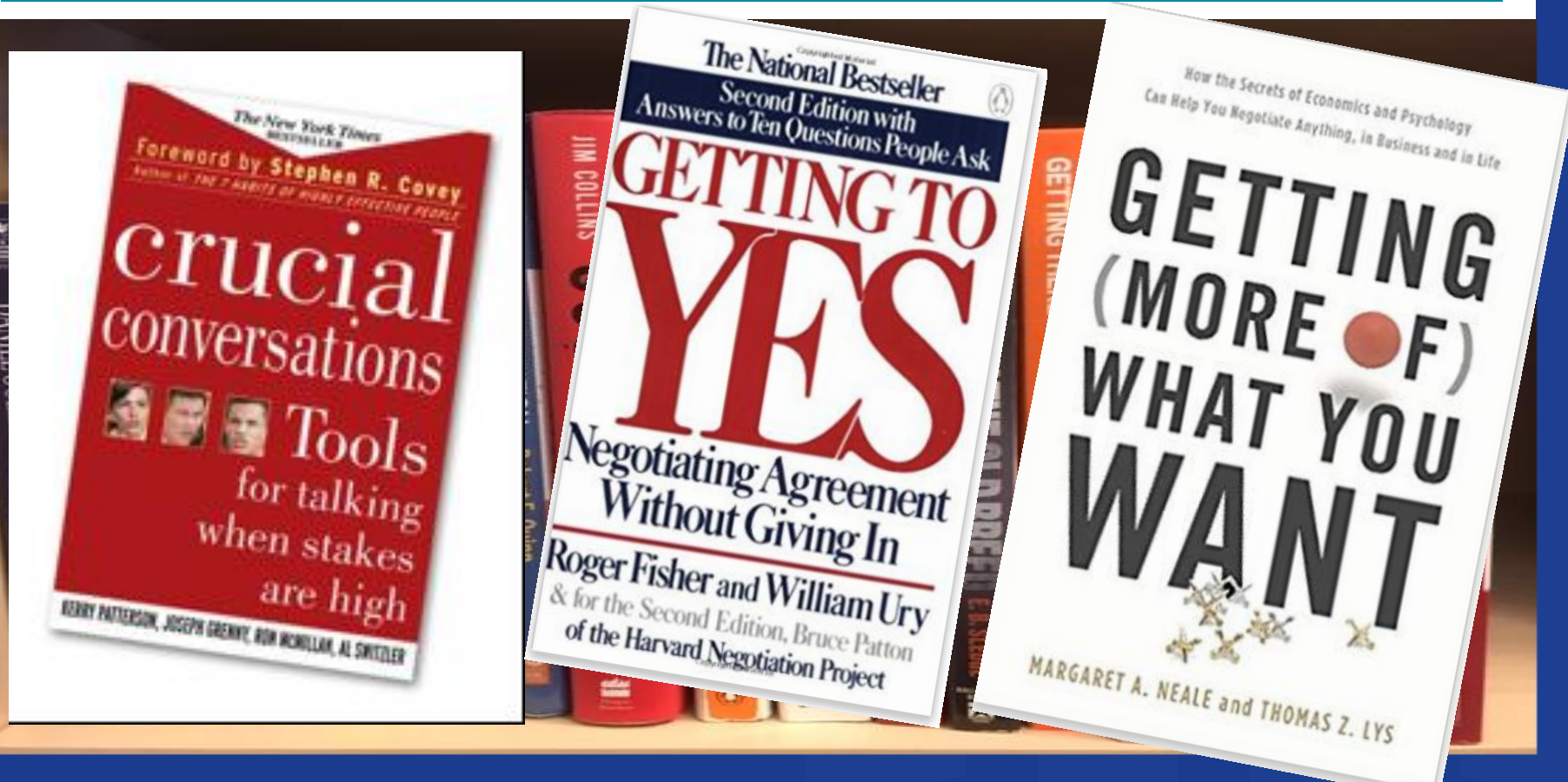
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# Disclosures

- No financial disclosures
- Epiphanies are hard-earned
- I love pie



# A page from the Dimick playbook



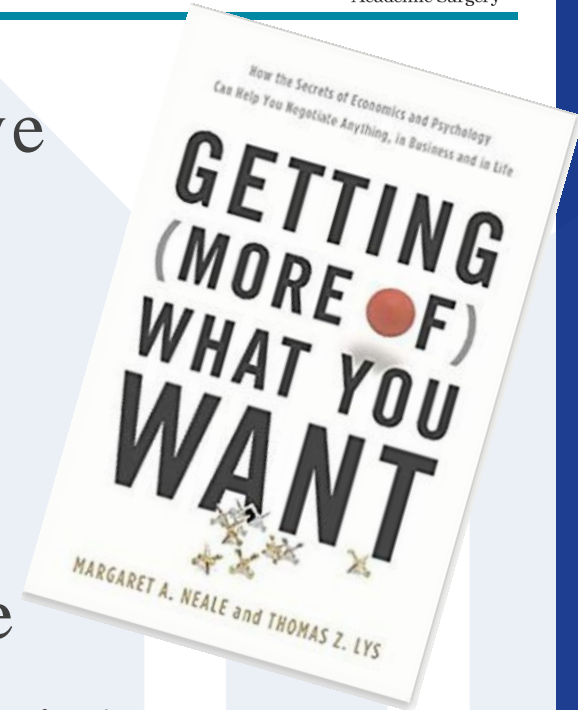
# Ingredients of a negotiation

- Definition: Communication about a conflict over resources or relationships
- Preparation: Reflection and reconnaissance
- Goal: Win the best deal possible!



# Negotiation 101

- Assess: current, desired, alternative
- Prepare: define/ prioritize
- Adopt a powerful mindset
- Ask: anchor the offer vs respond
- Package: all the pieces on the table
- Best strategy ever: Make a bigger pie!



# Difficult conversations: a little more nuanced

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- How do you define?
- Emo > logic;  
uneven power;  
misaligned expectations
- How do you know if  
you're about to be in  
one?





# Recognize conflict behaviors

- Emotional overload —  
attack mode, freeze mode
- Silent resentment —  
dream of future revenge
- Interactive —  
speak and listen



# Managing the conversation

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- Be clear about the issue(s) and know your objective
- Mindset of inquiry and statement of facts
- Acknowledge emotions and allow silence
- Preserve the relationship
- You've already had lots of practice




# What about opportunities?

- Resources (*i.e.*, increase productivity/ work-time)
- Professional growth
- New or deeper relationships
- Personal growth
- Difficult conversations threaten known opportunities



# How to recognize new opportunities?

- Define your big mission
  - Discuss with others
  - Anticipate your counterpart's mission
  - Brainstorm (don't analyze) opportunities that
    - Could fulfill both
    - Bridge the gap between here & where you want to be
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# Unsalvageable situations

- How to recognize
- What to avoid
- When to cut and run
- Personal M&M
- Preserve the relationship  $\neq$  Be a push-over



# Putting it all into practice

*“In theory there is no difference between theory and practice; in practice there is.”*

- Prepare when possible
- Practice situation awareness
- Common ground /  $\Psi$  safety
- Reflect and keep communicating
- Brainstorm the strategies; focus on the objective



# Bon appetit!

