

Protection vs. Reflection Modes

Think of a difficult, troublesome, or upsetting conversation you recently had. This should be an encounter that didn't go nearly as well as you would have hoped. It could be a situation in which you sensed that the other person didn't seem to "get it" or tense words were exchanged. Difficult conversations come in all shapes and sizes.

Give a title to this difficult conversation:

Now, please, respond to the statements below by indicating with a checkmark whether you "did" or "did not" do what the statement says, in relation to the difficult conversation cited above. *Do not respond to these statements as you think you should (a common tendency), but as you actually did respond in that situation.*

Statement	Yes, I did	No, I did not
1. At some point along the way, I tried to avoid the conversation.		
2. I thought to myself, "they probably are relying on information that I am not aware of."		
3. I tried to find out what needs or concerns the other person had that I didn't have.		
4. I felt like my line of thinking should have been obvious to the other person.		
5. I thought that the problem at hand was their fault.		
6. I wondered how my actions, decisions, or comments affected the other person in a way other than what I intended.		
7. I found myself making "yes, but" statements in order to convince the other person.		
8. I assumed that if I provided enough evidence to support my position, the other person would see my point.		
9. I invited the other person to challenge my viewpoint or to point out information that I was missing.		
10. I felt that I had to "win" the disagreement in order for my ideas to be implemented.		

Statement	Yes, I did	No, I did not
11. I thought the other person probably had good intentions and was just unaware of the impact they were having on me.		
12. I assumed that the other person's view was well thought-out and rational, just like mine.		
13. I thought it was essential to avoid an upsetting situation.		
14. I assumed the other person was strong enough to handle my concerns about their actions, decisions, or comments.		
15. I felt like I had the most accurate perspectives on the problem at hand.		
16. I believed that the other person had bad intentions toward me.		
17. I asked questions about the other person's view in order to learn more about where they were coming from.		
18. I thought that the other person was ill prepared for the conversation or lacked sufficient knowledge about the problem at hand.		
19. I believed that the other person wanted to learn from their mistakes.		
20. I shared the thinking behind my position, including the data I noticed and my interpretation of that data.		