

A man and a woman are shaking hands in an office setting. The man is on the left, wearing a plaid shirt, and the woman is on the right, wearing a dark blazer over a light-colored top. They are both smiling and looking at each other. The background is a blurred office with bookshelves and a desk lamp.

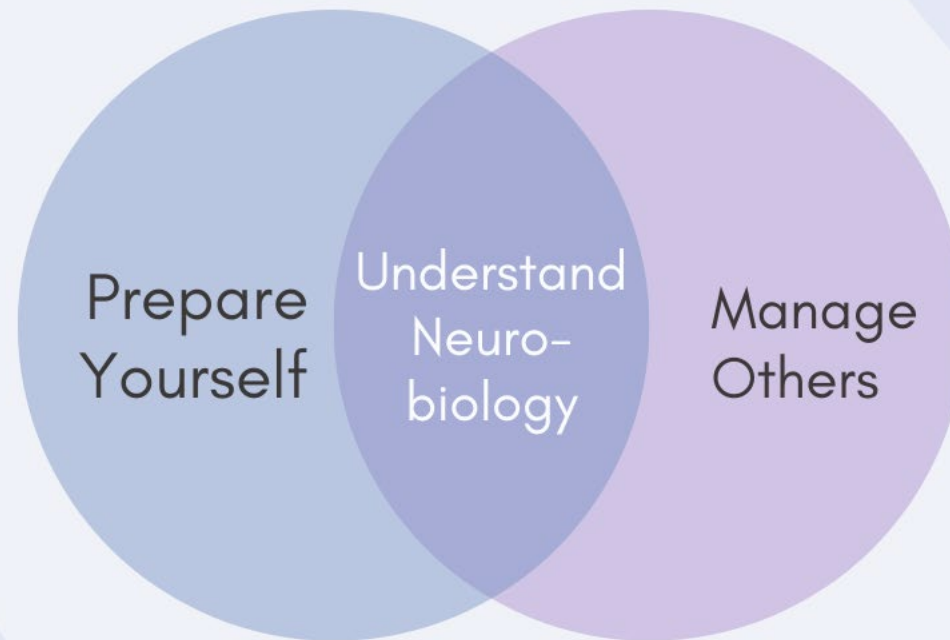
# Are You Talking But No One is Listening?

Colleen L. Byers, JD, MBA

COLLEEN BYERS  
MEDIATION, LLC

## 3 Steps to Better Communications

# Facilitating Difficult Conversations



Colleen Byers  
Mediation, LLC



# Step 1

# Prepare Yourself

---



## Step 1

### Prepare Yourself



Identify a Clear Goal



And Why That Goal  
Matters



Clear Your Space





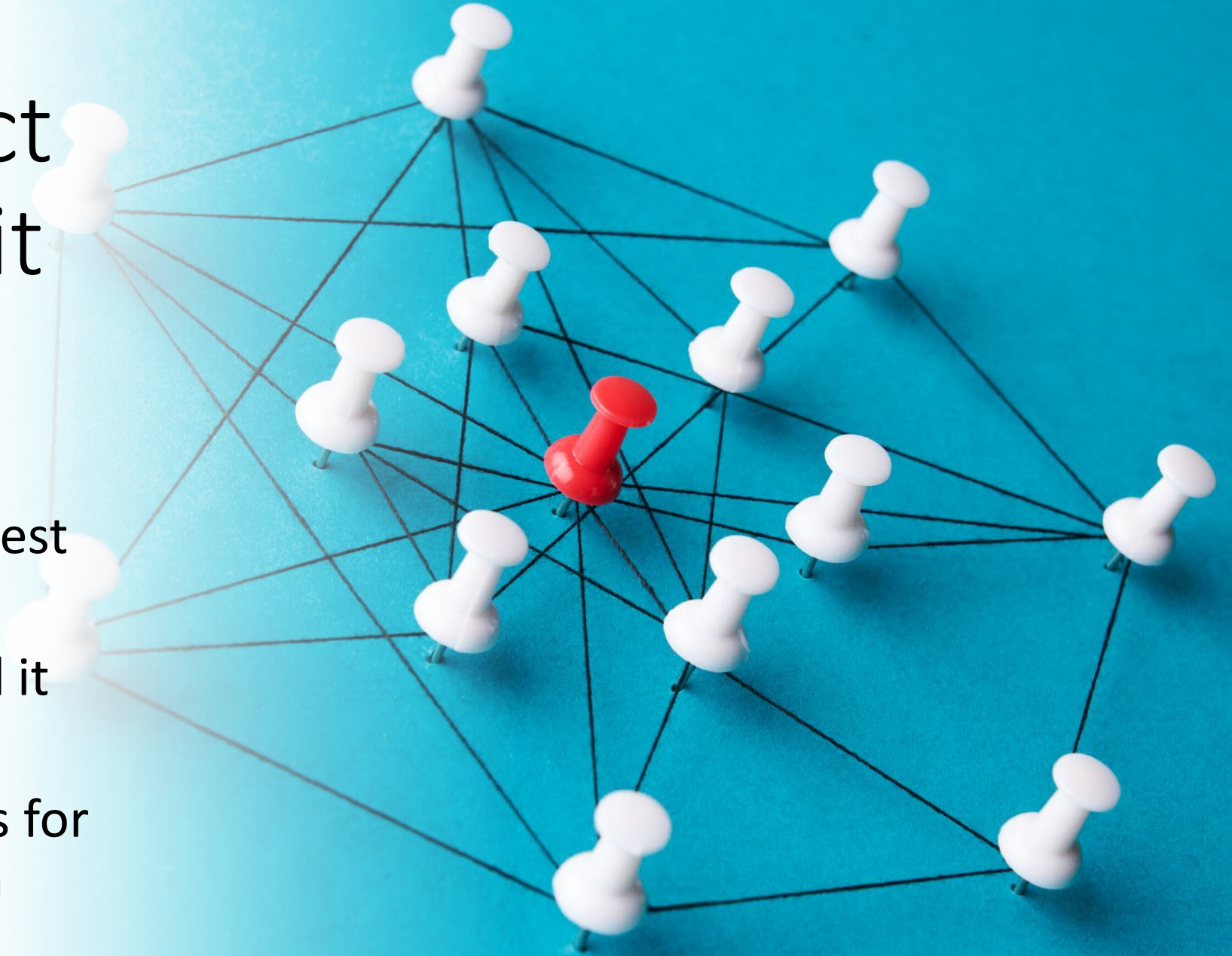
# (1) Identify a Clear Goal

- Specific
- Positive
- Doable



## (2) Connect with Why it Matters

- What need/interest does it meet?
- What impact will it have?
- Connect the dots for the other person







## (3) Clear Your Space

- Create conditions for success
- Physical distractions
- Clear your mind





Step 2

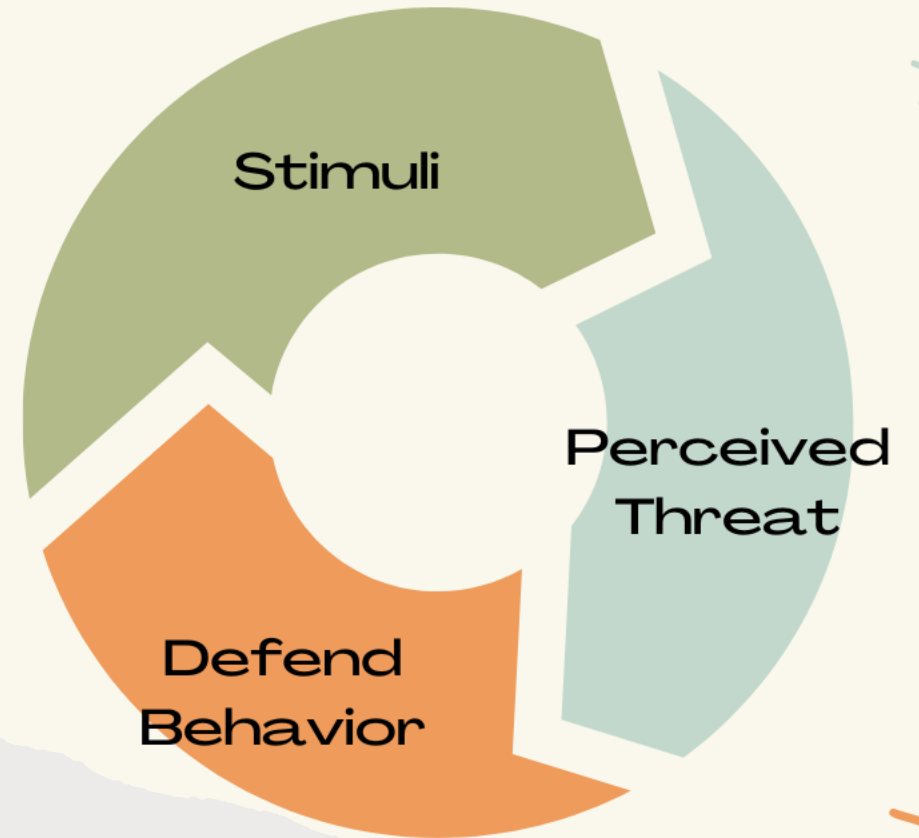
---

Understand the Role  
of Neurobiology





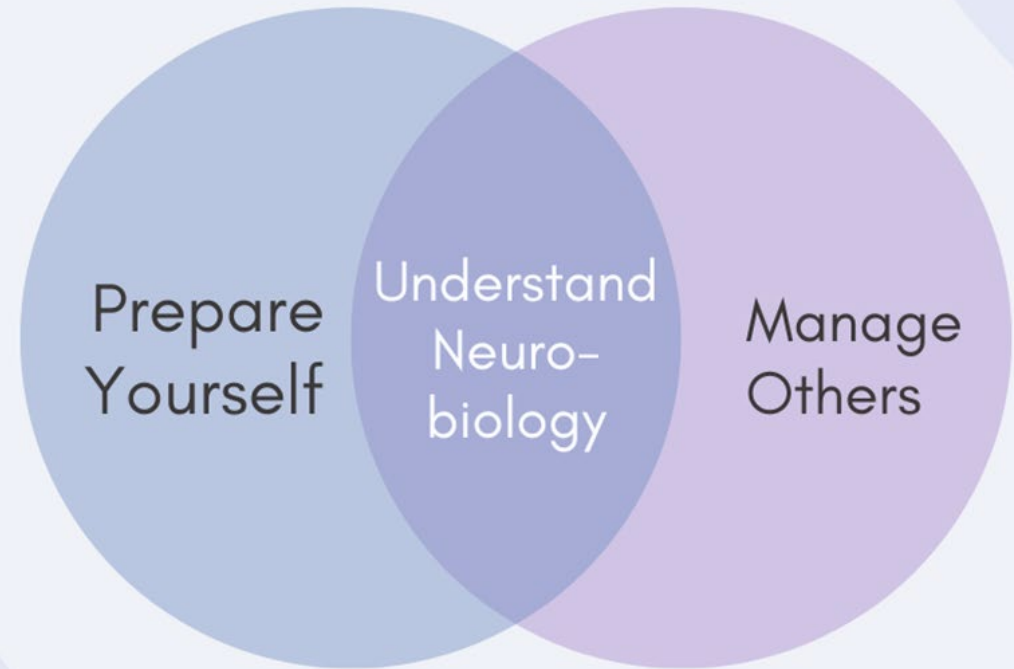
# *The Conflict Loop*



# Dual Application

- With yourself  
and
- With others

## Facilitating Difficult Conversations



Colleen Byers  
Mediation, LLC



## Step 2 - Work With Neurobiology

### (1) Notice the Signs of Amygdala Hijack

- ^ heart rate
- Sweat
- Red face/flush
- Dry mouth
- Upset stomach
- Loss of appetite
- Suddenly fidgety
- Suddenly loud or angry
- Lack of focus and/or memory

# Step 2 - Work With Neurobiology

---

## (2) Take a Mindful Pause

- Elongate the gap between the stimuli and the response
- Suspend judgment & evaluation
- Don't try to reason
- Wait for the brain to come back online





# Step 2 - Work With Neurobiology

---

## (3) Acknowledge

- Thank you for sharing that with me.
- I can see how important this is to you.
- No hidden agenda
- Does not require agreement



# Step 3

Manage Others

---







A close-up photograph of a person's hand holding a dark blue pen, poised to write on a document. The document contains faint, illegible text and tables. A semi-transparent dark grey overlay covers the entire image, serving as a background for the text. The title '(1) Flip the Script' is written in large, white, sans-serif font, with a vertical white line to its right.

# (1) Flip the Script

- Notice when you are listening for flaws or counter-arguments and instead listen to understand.
- What may be right about what the other person is saying?



## (2) Embrace a Beginner's Mind

- Replace assumptions with curiosity
  - I wonder what they are thinking.
  - I wonder what they are feeling.
  - I wonder what is most important to them.
- 



### (3) Ask Better Questions



Use open-ended questions



Ask one question at a time



Allow time for the answer

## (3) Ask Better Questions



Could you tell me more about that?



What are your ideas to solve this?



What would an ideal outcome look like to you/your client?





Let's Workshop It



Colleen Byers, JD, MBA, RYT200

☎ (336) 499-1977

✉ [colleen@byersmediation.com](mailto:colleen@byersmediation.com)

🌐 [www.byersmediation.com](http://www.byersmediation.com)

---

📍 2806 Reynolda Rd. #211,  
Winston-Salem  
NC 27106

**COLLEEN BYERS**  
**MEDIATION, LLC**