



# Are You Talking But No One is Listening?

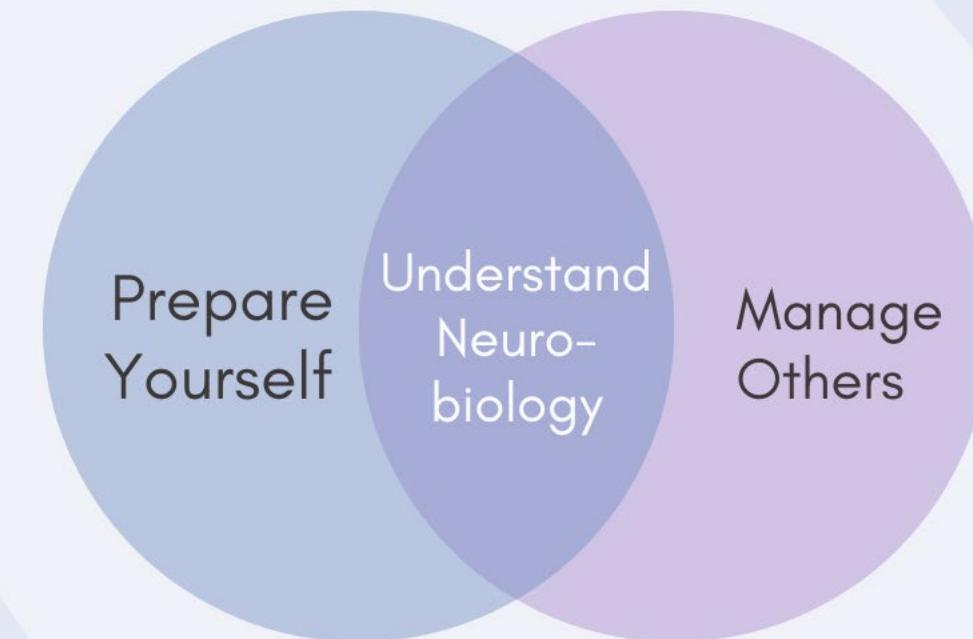
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**COLLEEN BYERS  
MEDIATION, LLC**



## 3 Steps to Better Communications

# Facilitating Difficult Conversations



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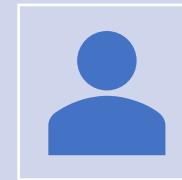
# Step 1

# Prepare Yourself

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## Step 1

### Prepare Yourself



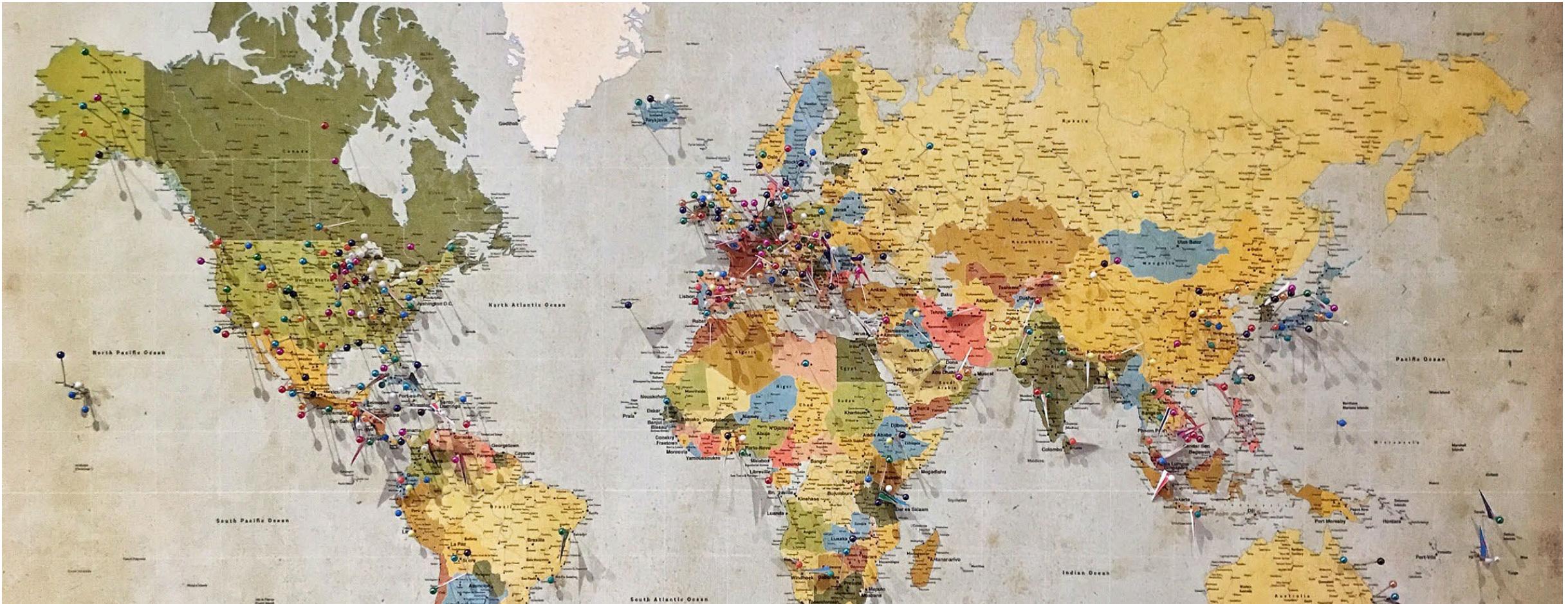
Identify a Clear Goal



And Why That Goal  
Matters



Clear Your Space

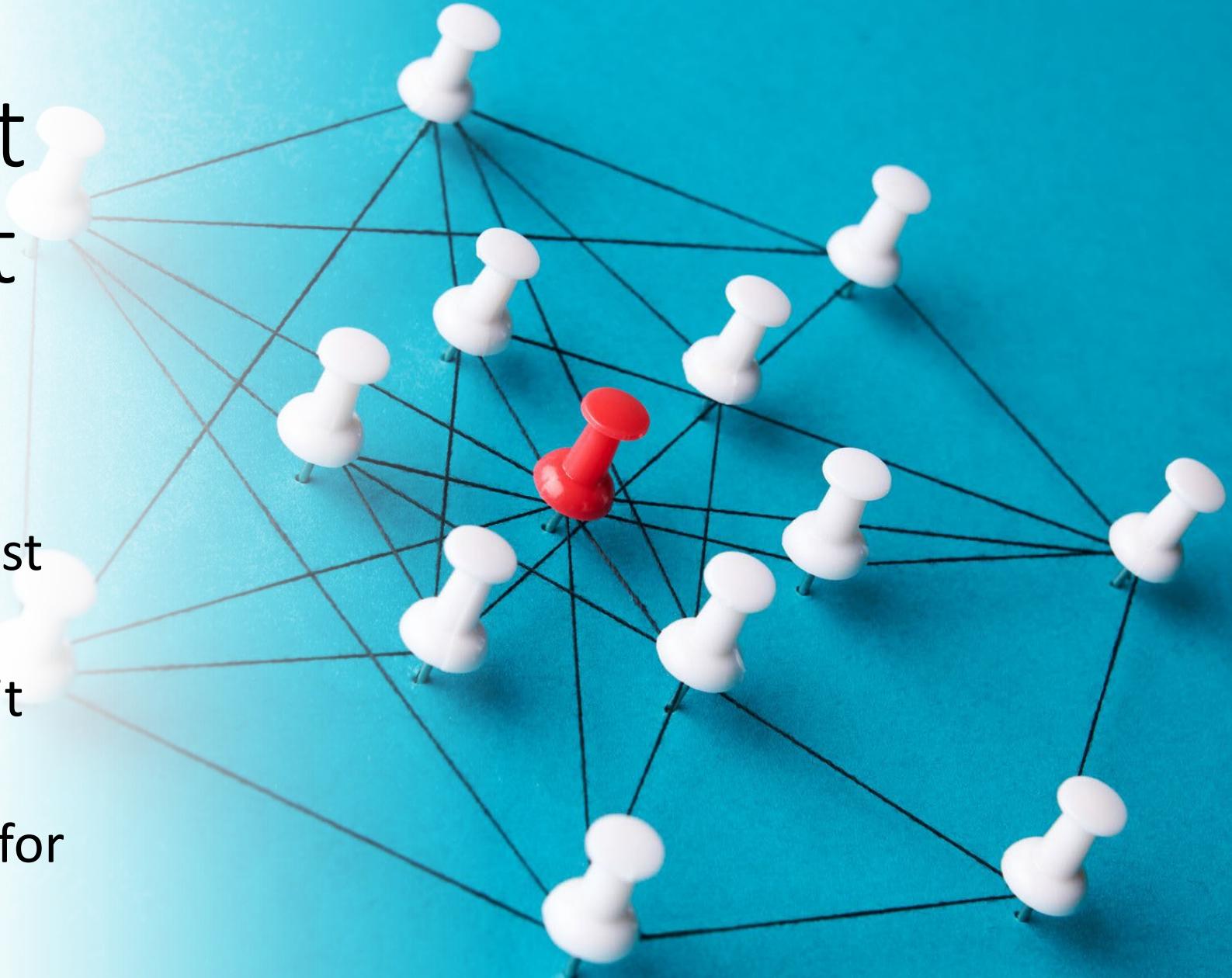


# (1) Identify a Clear Goal

- 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



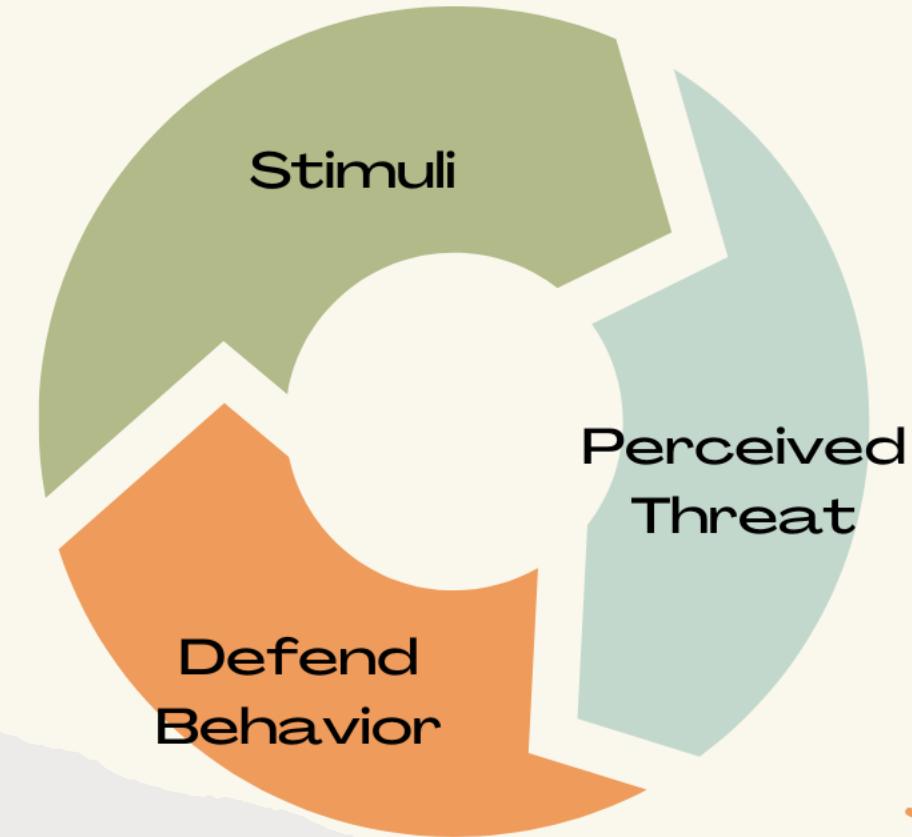
## Step 2

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Understand the Role  
of Neurobiology



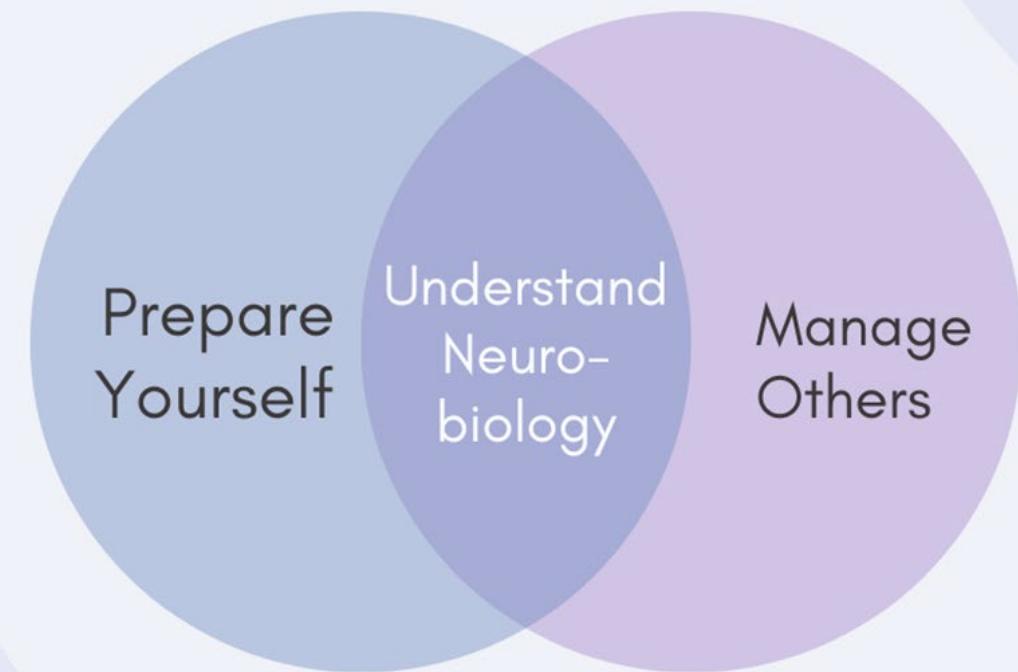
# *The Conflict Loop*



# Dual Application

- With yourself and
- With others

## Facilitating Difficult Conversations



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## 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

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## (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

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## (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



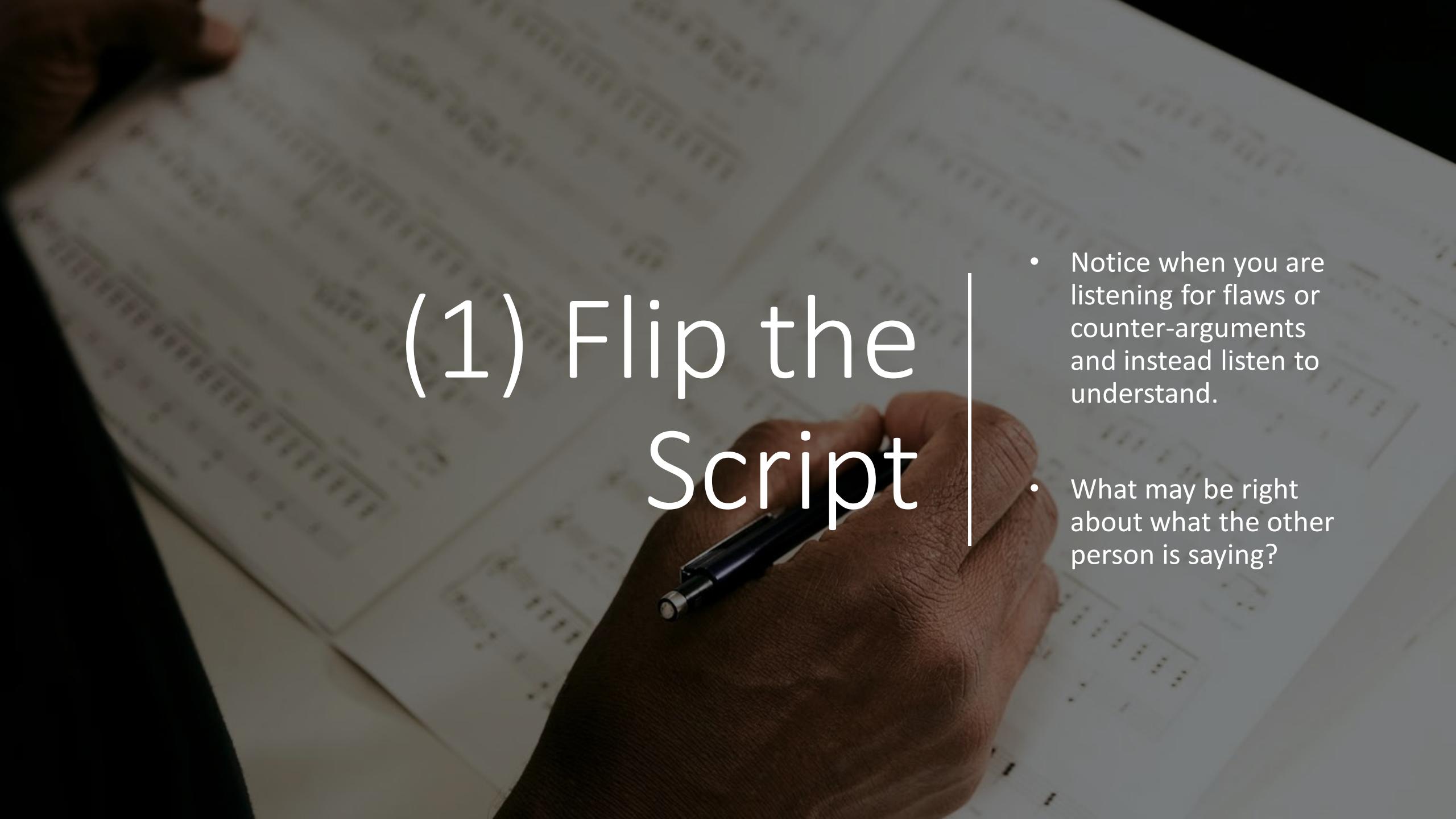
# Step 3

Manage Others

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# (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



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