



Top 10 Tools for a BOTH/AND CONVERSATION

Conflicting conversations can be transformed to creative connections.

Here's 10 tools to get there

1. **LISTEN** ... to *understand* the other perspective, not to advocate for your own. Listening and understanding does NOT mean agreeing.
2. **ASK QUESTIONS** ... to *learn* even more.
3. **SHARE YOUR EXPERIENCES** ... to *help others understand*, and not your analysis of why your experiences are right.
4. **LET GO** ... of your defensiveness and desire to prove you are right.
Remember that you are looking for *connection*, not conviction.
5. **PAUSE** ... to prevent difficult emotions from hijacking the conversation.
Conversations rarely end, just *continue* in other moments.
6. **CONNECT**... to shared goals and overarching purpose to remember the value of *engaging* around your differences.
7. **SEARCH** ... for possible *synergies* to find a next step that works for both sides.
8. **CONSIDER** ... your outcomes as part of a long-term string of choices, not just the one choice. You can be *'consistently inconsistent'* in oscillating between alternative options over time.
9. **FIND** ... a *'workable certainty'* that enables you to take the next small step, not a final conclusion.
10. **EMBRACE**... *both/and tools*, even if others are still stuck in the either/or.

Want more details and information? Check out our book *Both/And Thinking* for more specifics as well as references to research and insights by other scholars and thinkers.

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