Hi, my name is Moni. The really simple model in my head is, name the difficulty, in neutral terms and kind terms you do not have to be terrible to this person, even if they are being terrible to you this is assuming you want to show up as like a respectable human being. Like you’ve decided, I’ve committed to this. I will be proud of myself, my mother would be proud of me had she seen this conversation. I’m a good person. I will be the best I can be. And then reframe it, if there’s something, what can we do to dispel this or how can we move away from things that are hard, do you need time? Do you need to appeal to a value? I want us to be able to have a cool, rational conversation where we’re both comfortable. I want to check in with, are you okay? I want a conversation where you don’t feel attacked. If I’m wrong that’s fine – are you alright? Maybe this is not enough time. And some of these cases you can even propose an option to be like “let’s talk for a second, this conversation might not be going as planned but we need to take a step back.” And in this context, it was, what if the conversations’ gone on too long? But maybe, it could also be what if the conversation isn’t going how I expected? It’s just going down a really intense road for me and the other person and I need a timeout.

And you can propose that. And you can propose that, not to be like “you’re obviously having a hard time.” Even if they’re the ones crying – you know I don’t feel great about a conversation where were both like really high on emotions, I feel like that might not be affective. In fact, I’d probably be like “I don’t think this is affective.” And I want you to be calm when were able to have a conversation. And so, please can we find a way to have this conversation in better circumstances, can we reschedule? And you can frame it from, like it’s we, this would work out best for the both of us or you can even place that request yourself and say, I think actually I would prefer this, would that be alright? You can own your actions and you can justify actions and you can be kind and clear individual. You can make guesses to people if they’re shutting down or they look like they don’t believe you or if their just plain rude. And you just don’t know what their intentions are. Maybe they are intending to be complete jerks to you. That’s not nice. And calling them out on it, might not be so affective either.

So some of the strategies I like to think about is, well what can you control at least. And you can at least appeal to things that people you’d hopefully get everyone to agree to things like fairness, things like being calm, things like being comfortable for some of these. In a more emotional sense. And if they can agree to then pitch a different option or say can we continue, can we have this conversation in this reframed way to think more about positive things or future focus and or you know, I hear that you doubt this but would you be willing to like – we can figure the facts out, step aside, but can we image this is true for a second, can we continue that conversation, I’m happy to get to the possibility that maybe this is not true. But can we please first talk about this, would you be willing to go down that route?