



Heated conversations

THIS IS HOW YOU TEMPER A HEATED CONVERSATION





Part 1

THE 4 MOST COMMON MISTAKES

In the heat of the moment... Conversations sometimes go differently than we expected. And sometimes, we say things that only add fuel to the fire. When a conversation is about to get heated, it's best to avoid these four things:



#01

In fight mode

Has the conversation turned into a fight? Are you both only focused on defending your own opinion or idea? Then you are already in fight mode. The only result: a winner and a loser.

But in conversations like this - especially in the workplace - everyone is actually a loser. You might achieve your goal, but the relationship with your colleague suffers. Or you lose twice; because you didn't achieve your goal and now you dislike your colleague.

The enemy in such conversations is not your conversation partner but your own fight mode. If you push, the other person pushes back just as hard. As a result, neither of you makes any progress.

Clinging to your own script

Are you heading into a difficult conversation? It's very natural to prepare yourself and create a script. However, that script can be a major pitfall.

Because the conversation never goes exactly as you had envisioned it: you can never predict how your conversation partner will react. Your script hinders you from actively listening to the other person. Your script prevents you from having an effective conversation. However, that doesn't mean you don't need to prepare at all.



#02



#03

Making assumptions about the other

Optimists often assume that every disagreement is a misunderstanding between two people with good intentions. Pessimists, on the other hand, often feel that disagreements are actually (personal) attacks.

As emotions escalate, assumptions about the other person arise; he must be thinking this... she must believe that... he must be doing this. But let's be honest; you actually have no idea what others are thinking, believing, or doing

Losing sight of the goal

The key is to always keep your goal in mind during a heated conversation. If you let go of your goal, you might end up in endless discussions that don't benefit you at all.

By setting a clear goal, you ensure that you know what the conversation is about. You can better understand the obstacles faced by both parties. Together, you can figure out how to achieve the goal more effectively. Remember that 'winning' is not a realistic or positive outcome. The other party is unlikely to readily accept that they are on the 'losing' side.

Hence, it's essential to approach the conversation with a focus on understanding, finding common ground, and reaching a mutually beneficial resolution. By doing so, you can foster better communication and build stronger relationships, even in the midst of disagreements.



#04

Deel 2

HOW TO PREVENT POTENTIAL NEGATIVE CONSEQUENCES.

In part 2, you can learn how to handle heated situations effectively without letting emotions take over. Discover three effective ways to temper a heated conversation.



#01

Switch from content to communication

As soon as you notice that you're getting stuck, it's smart to be open about it. Express this from your perspective; you have the impression that the conversation is not working out this way. Share that with your colleagues. "I have the feeling that we're not making progress like this." Importantly, ask them how they see or experience it.

By being open about your thoughts and experiences, you invite others to be open as well. You temporarily step away from the content and focus on metacommunication. How things are said, what are the dynamics between everyone in the conversation, and what feelings does that evoke. This approach allows you to uncover what is truly happening with others and the real reason for the impasse.

Attention to the other person

Once you understand how others experience the conversation, you can ask follow-up questions. Why do they see and experience it that way? How can you ensure that the conversation flows smoothly again? It's crucial in this process to genuinely listen to what the other person has to say and temporarily set aside your own solutions.

By doing so, you not only create space in your mind but also in the conversation, allowing you to understand the other person's thought process. Your opinion can come later. As long as your mind is filled with your own views, ideas, and thoughts, you won't be able to fully hear and comprehend the perspective of the other person.

A close-up photograph of a person's hands holding a black digital camera. The camera's LCD screen is flipped out and shows a video of two people in a room. A red rectangular overlay with the white text "#02" is positioned in the lower right area of the image, partially covering the camera and the person's arm. The background is blurred, showing warm, bokeh lights.

#02



#03

Create distance

Sometimes, you might feel that emotions are running too high to turn the conversation around at that moment. To ensure that you both still reach a resolution, you can suggest taking a break or picking up the conversation at another time. However, make sure that you genuinely come back to the table to continue the discussion.

You're not walking away from the situation, but taking action to steer the conversation back in the right direction. During the intervening time, you and your colleagues have the opportunity to let emotions settle and reflect on the conversation. When you resume the discussion, you'll approach it with a different perspective, and space will have been created that wasn't there before.

Seize your influence

We all know that conversations don't always go as we had hoped. However, there is always a way to turn your conversation in an influential manner and achieve a positive outcome together. Avoid adding fuel to the fire and getting burnt, but instead, take control of the situation and step away from the content.



Prepare for your conversation

Prepare for your conversation and achieve more! The [conversation preparer](#) will assist you in assessing which influencing style is best suited for your needs.

Fill out the free conversation preparer and receive:

- ...an overview of the 4 different communication styles (also known as 'influencing styles')
- ...advice on which influencing style to apply and which ones to avoid in your specific conversation
- ...concrete tips on how to approach your important conversation.

By using this tool, you can enhance your communication skills and be better equipped to handle important discussions effectively.

[Discover the tool](#)



A man in a dark suit, light blue shirt, and striped tie is shown from the waist up, holding a large blue water bottle. He is looking towards the right. The background is a vast, sandy desert under a clear blue sky. The title text is overlaid on the right side of the image.

Becoming more effective in (heated) conversations

During the [Positive Power & Influence® Programme](#), you will work with all four influencing styles from the Influence Model®. Through real-life situations from your work practice, you will gain insight into your behavior and its impact on others. This training aims to enhance your personal effectiveness while strengthening your relationships with others.

By exploring the different influencing styles and understanding their application in various situations, you can learn to adapt your communication approach to be more effective in different contexts. This increased self-awareness and skill development will not only benefit your professional growth but also contribute to building more positive and productive interactions with your colleagues and peers.



We are The Influence Company

For over 40 years, we have been training ambitious professionals in their influencing behavior. Through intensive programs, they gain profound insights into their own behavior and that of others. They receive concrete tools to approach situations differently from what they are used to, making it easier for them to achieve their goals. With every person, in every situation. Curious how this can work for you?

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