

# 10 Tips for Effective Confrontations

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1. To confront – “**to bring together** for examination or comparison...” - *literally – to bring it up...*  
*Someone has to be big enough to bring it up!* (I have a friend who calls it “care-fronting)  
Someone has to “care” enough to bring it up. So change your attitude about confronting. ***It’s not a bad thing!***
2. *The confrontations we avoid eventually become the ugly conflicts we can no longer avoid! **BRING IT UP!***

## Your Confrontation guide: A template you can use for confronting -

3. First – gain emotional control. Choose the right time and place.
4. Express your positive intent. A positive reason we’re having this discussion. Most people view a confrontation as a trip to the principal’s office. Your goal here is to change that impression.  
e.g. – Let me tell you why I wanted to talk with you. We have worked together very well in the past. Although we are not doing very well at present, I believe that together we will be able to figure out a way to get past this, because I need your creative ideas and input to be able to make decisions about what we’re going to do as a department.
5. Use very specific behavioral language. Don’t use labels – you’ve been so negative. You’re such a difficult person. You have to use specific behavioral language to describe what they’ve been doing.  
e.g. – When I hear that you have been going to members of my staff and telling them that I don’t know what I’m doing, and specifically asking my supervisors to ignore my direct requests...
6. Describe the effects of the behavior. Basically, when you do this, (above), here’s is the result.  
e.g. - ... my supervisors start to question my authority, and wonder if I know what’s really going on around here...
7. Use “I” statements. Take responsibility for how you feel as a result of their behavior.  
e.g. - ... and I feel angry, undermined, and betrayed.
8. Tell them what behavior you prefer. (Tell them what you WANT, not what you DON’T WANT!)  
e.g. - What I’d *prefer* is, when you have doubts about what we’re doing, that you come to me and let’s re-develop the excellent communication link we had at one time, so we can talk about it.
9. Ask them for their ideas on how to implement or accomplish what you’re asking them for. This is critical. Get them involved in making suggestions. Ask for their ideas, and then be quiet and wait for them to give you some suggestions. If you get their buy in at this point, you’ve won the biggest part of the battle! But you **HAVE** to get them to give you **THEIR** ideas! Get them thinking!  
e.g. – What suggestions do you have for how we can successfully re-open the lines of communication between us?
10. Give specific benefits of cooperation. They’re thinking, “What’s in this for me?” Tell them!  
e.g. – Great, because I believe if we can pull that off, our department will benefit from less stress, an ability to focus on doing what we do best, and we can accomplish anything we set our minds to. I’m looking forward to working *with* you on this.



If you get stuck, email me at [confrontations@keithlowry.com](mailto:confrontations@keithlowry.com). Give me the specifics, with the language you're using. Give me **AS MUCH INFORMATION AS YOU CAN**. I can't help you if I don't have all the information.

Also, give me your contact information, such as a phone number where I can reach you if I have a question about the situation. I'll make some specific suggestions for you about how to handle the confrontation.

Remember, the confrontations we avoid, often become the **ugly conflicts** we **cannot** avoid. There's nothing wrong with confrontation. To confront is simply to "bring it up". And someone has to be big enough to do that.

You be that person! Just do it in the right way!

Now get to work! Let me know if I can help you with your powerful, assertive, and helpful win/win confrontation.

Sincerely,

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***You can do it!***

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