

CONN

▶ **C**urious (throughout)

- To make progress on difficult issues, you need:
 - All parties willing to listen & look for insights
 - To understand what the heck is really going on
 - To engage others to get behind effort and push
- This requires curiosity, inquiry, and good questions

▶ **O**verlap (throughout)

- Find overlapping interests (yours and theirs)
- Connect to their perspective
- Don't forget your Waldo

▶ **N**ail (throughout)

- Avoid tendency to focus on disagreements
- Instead, slowly & steadily "nail to the wall" consensus, agreement, compromise, and shared interests
- Use "nailed agreements" to reorient heated or wandering convos

▶ **N**ext (at end)

- Building on agreement to chart next steps
- Don't end any difficult convo without joint commitment to **do something**; even if only to talk again
- **Netflix** Q's: What did we decide? How to communicate it?
- **Bonus** Q's: Next Steps? How do we measure success?