



# The Power of Positive Confrontation

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## Short Description of the Presentation:

Confrontation with others is always difficult. However, confronting without the proper skills nearly always ends in disaster. Confronting aggressively can, and usually will, destroy relationships. This program provides ten (10) simple steps for successful confrontation.

## Ten steps of Positive Confrontation:

1. Know yourself – How do you handle things that bother you? What's your style?  
Three types of confronters
  - Non-confronters (complainer, avoider, pretender)
  - Aggressive confronter (shouter, bully, displacer)
  - Polite and Powerful
2. Pick your conflict
  - Questions you need to ask yourself
  - Choosing to let it go
3. Confront on "one" issue at a time
4. Preparing your words...ahead of time. Learn to WAC!
  - W - What is really bothering your. Identify the problem.
  - A - Ask. What do you want the person to change?
  - C - Check it! Check in and get the person's reaction.
5. Practice what you want to say. Think through what the person's response might be and how you will handle it. Role play.
6. Pick the right time and place for the discussion
7. Understand what "your" non-verbals are saying to others
8. Have the conversation. Deliver your words.
9. Evaluate what happened during the conversation. Questions to ask yourself about what you said
10. Establishing relationships with others will help avoid conflict altogether