Having Courageous Conversations

The Question:

The Answer:

1. GIVE YOURSELF CREDIT FOR ACCEPTING RESPONSIBILITY FOR "COURAGEOUS CONVERSATIONS"

Abrams, 2009, in

Scott, 2004, in

2. APPROACH IT AS A TWO-SIDED, "OPEN-TO-LEARNING" CONVERSATION

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Robinson, Hohepa and Lloyd, 2009

3. TAKE INTO ACCOUNT THE REASONS FOR RESISTANCE

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