



**We Are Stronger
Together**

**AAUW OF IOWA
SPRING
CONFERENCE
APRIL 26, 2025**

**DIFFICULT
CONVERSATIONS**

**TIPS TO BE
BOLD**





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How many of you have had a difficult conversation recently? This could be with friends, family, or colleagues.

Conversations can spring to life in so many different settings—whether it's a light-hearted chat with friends, a heartfelt discussion with family, or a brainstorming session with colleagues. Each interaction brings its own unique vibe and energy, turning ordinary moments into memorable exchanges.



Sometimes, conversations change in unexpected ways. This can help us discover new ideas or viewpoints that we might not agree with.

It's interesting to think about how we feel in these moments.

Do we decide to share our thoughts, or do we choose to listen quietly?

Engaging in these discussions can really improve our understanding and connections with others!



We will learn 5 principles to have bold conversations.

- #1 Self examine by honestly asking yourself whether in fact you have an agenda.
- #2 Be curious
- #3 Listen with an intent to understand
- #4 You may react to what the other person is saying with confusion, anger or frustration. That is NORMAL.
- #5 The point is not to win the argument but to increase awareness.



**Conversation
#1**

**Thank you
Maria and
Lori!!**



Cognitive bias

The discomfort you feel when presented with ideas that conflict with your values or beliefs. We double down or get defensive.

Attribution bias

If I am late, there is a good reason. If someone else is late, they are lazy or unorganized.



When we are stuck....

How clearly did we state your position?
How fairly and thoroughly can you state the other
side?

Are there other perspectives that provide a
broader perspective?



#1 Principle Self examine for an agenda

- Positionality and self reflection
- Wheel of privilege and power

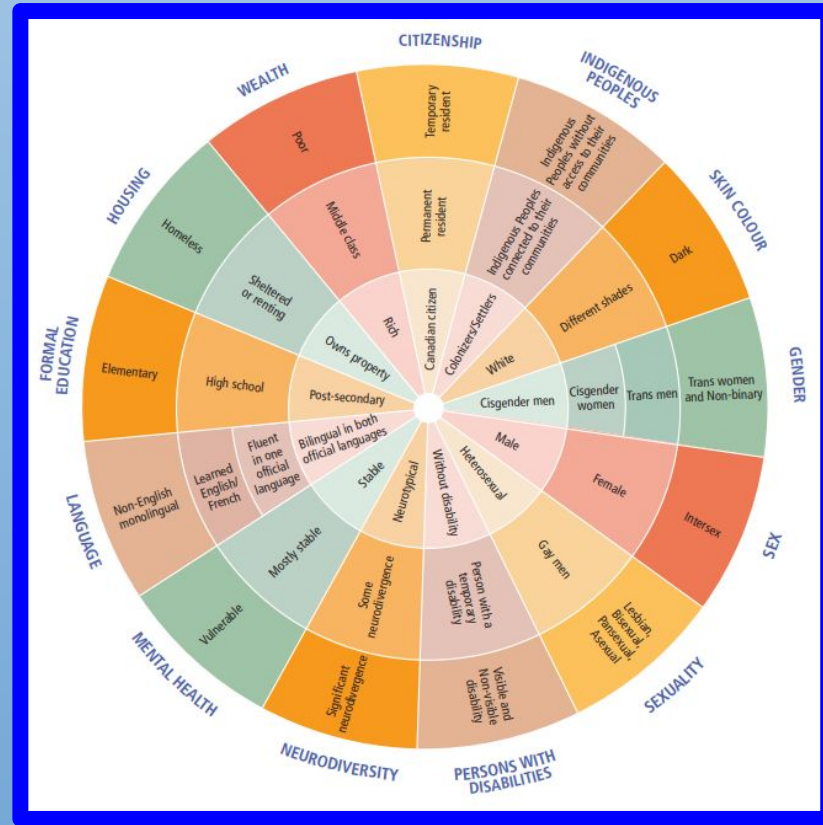




TABLE TALK



Principle #2 Be Curious

- Curiosity helps to strengthen relationships
- Curiosity has a positive effective on developing interpersonal closeness
- Curiosity improves healthcare outcomes





TABLE TALK



Principle #3 Listen with intent to understand

- Helping ourselves and our members through conflict conversations
- Pausing before reacting and reflecting





TABLE TALK



Principle #4 Frustration is normal

- Take a relaxed approach to the conversation. Helps with reasoning and understanding
- Start a conversation with neutral questions
- Being aware of the surroundings (home, workplace, social, community)
- Being aware of conversation timing and other preferences



TABLE TALK



Principle #5 The point is not to win the argument but to raise awareness

- Increasing awareness means understanding differences
- Beliefs and actions tend to come from people's backgrounds
 - Acceptance works both ways
- I can control my reactions and responses but I cannot control others



We cannot force someone
to hear a message they are
not ready to receive,
but we must never
underestimate the power
of planting a seed.

— Anonymous





TABLE TALK



- ★ Making space for different perspectives
- ★ Consciously create an environment for participants to feel comfortable
- ★ Become aware of cultural norms and values that may shape others' perspectives.



**Conversation
#2**

**Thank you
Maria and
Lori!!**



TIPS TO REMEMBER

- ★ IT TAKES TIME TO PROCESS NEW OR DIFFERENT INFORMATION
- ★ OTHER FACTORS ALSO PLAY A ROLE IN HOW A PERSON PROCESSES INFORMATION
 - ★ IT TAKES TIME TO UNDERSTAND EACH OTHER
 - ★ SOME MATTERS REQUIRE MORE THAN ONE CONVERSATION
- ★ HAVING CIVIL CONVERSATIONS HELPS BOTH PARTIES IN THE CONVERSATION
 - ★ AAUW CIVILITY POLICY

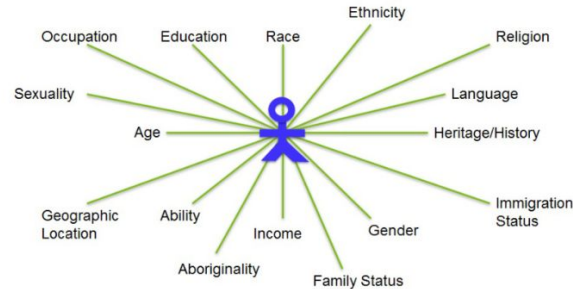


Resources available on
[AAUW website](https://www.aauw.org/)



DIVERSITY, EQUITY & INCLUSION TOOLKIT

Dimensions of Diversity & Identity



Diversity means variety and is all about what makes us unique.

What are some of the dimension of diversity? They can be anything that has been historically used to differentiate groups, such as ethnicity, gender, religious beliefs or socio-economic status.

Some of these dimensions are more visible than others, and some are more salient in the United States than in other parts of the world, given our history of discrimination and exclusion. Dimensions of diversity can be broken down into two categories – **primary** dimensions, which can't be changed, and **secondary** dimensions, which we have some control over.



Questions?
Comments?
Suggestions?







