The Art of Disagreeing Agreeably

By Jacqueline Dolly
Cost of Conflict & Disagreement

These conflicts are devastating in terms of financial and human capital!

32% say conflict kills morale and increases turnover!

39% say productivity is the biggest casualty of conflict.

80% say it destroys confidence in other teams and distracts from opportunities.

1 out of 4 office workers say just trying to avoid conflict causes illness or absence from work!
I have come to the conclusion that there is only one way under high heaven to get the best of an argument—and that is to avoid it. Avoid it as you would avoid rattlesnakes and earthquakes.

—Dale Carnegie.
1. Think
What do I think?
Why do I think that?
What evidence do I have?

2. Speak
My example is...
The evidence shows me that...
Therefore, I believe...
## Cushion Your Response vs. Avoid Using

<table>
<thead>
<tr>
<th>Cushion Your Response</th>
<th>Avoid Using</th>
</tr>
</thead>
<tbody>
<tr>
<td>• I hear you saying ...</td>
<td>• But ...</td>
</tr>
<tr>
<td>• I understand you said ...</td>
<td>• However ...</td>
</tr>
<tr>
<td>• I appreciate your view on ...</td>
<td>• Nevertheless ...</td>
</tr>
<tr>
<td>• That’s an interesting point of view ...</td>
<td></td>
</tr>
</tbody>
</table>
Types of Evidence

D  Demonstrations
E  Examples
F  Facts
E  Exhibits
A  Analogies
T  Testimonials
S  Statistics

Doubt
How to Disagree Agreeably

1. Think
   What do I think?
   Why do I think that?
   What evidence do I have?

2. Cushion
   Acknowledge you have heard them

2. Speak
   My example is...
   The evidence shows me that...
   Therefore, I believe...
“When dealing with people, remember you are not dealing with creatures of logic, but with creatures bristling with prejudice and motivated by pride and vanity.”

Source: Dale Carnegie
“Listen first. Give your opponents a chance to talk. Let them finish. Do not resist, defend or debate. This only raises barriers. Try to build bridges of understanding.”

Source: Dale Carnegie
Three Key Take-Aways

• Try honestly to see things from the other person’s point of view.

• Show respect for the other person’s opinion. Never say, ‘you’re wrong.’

• Throw down a challenge

Source: Dale Carnegie
“Any fool can criticize, complain, and condemn—and most fools do. But it takes character and self-control to be understanding and forgiving.”

Source: Dale Carnegie