CONTENTS

Preface	ix
Acknowledgments	xiii
About the Author	xvii
Chapter 1. Radical Brokenness	
and Better Conversations	1
What Is a Better Conversation?	4
Beliefs and Habits	6
Learning to Have Better Conversations	11
What You Will Find in This Book	15
To Sum Up	17
Going Deeper	18
Chapter 2. The Better Conversations Beliefs	21
Belief 1: I See Conversation Partners as Equals	24
Belief 2: I Want to Hear What Others Have to Say	28
Belief 3: People Should Have a Lot of Autonomy	30
Belief 4: I Don't Judge Others	32
Belief 5: Conversation Should Be Back and Forth	34
Belief 6: Conversation Should Be Life-Giving	36
To Sum Up	39
Going Deeper	40
Chapter 3. Listening With Empathy	43
Demonstrating Empathy	43
Getting Better at Demonstrating Empathy	50
Listening With Empathy	51
We Struggle to Listen	52
Getting Better at Listening	56
To Sum Up	57
Going Deeper	58

Chapter 4. Fostering Dialogue	67
What Is Dialogue?	69
Practical Reasons for Fostering Dialogue	70
Moral Reasons for Dialogue	71
Why Dialogue Is Difficult	72
How to Foster Dialogue	73
Advocacy	74
Inquiry	78
Getting Better at Dialogue	83
To Sum Up	84
Going Deeper	84
Chapter 5. Asking Better Questions	91
Better Questions	92
Be Curious	92
Ask Open, Opinion Questions	94
Be Nonjudgmental	97
Getting Better at Questioning	98
To Sum Up	99
Going Deeper	99
Chapter 6. Connecting	105
Making Emotional Connections	106
Building Emotional Connections	109
Increasing Emotional Connection	113
Getting Better at Connecting	114
Being a Witness to the Good	115
Why It Is Difficult to Be a	
Witness to the Good	118
Getting Better at Being a Witness to the Good	121
To Sum Up	122
Going Deeper	123
Chapter 7. Finding Common Ground	133
The Psychology of Separateness:	
Why It Is So Hard to See Similarities	136
Confirmation Bias	136
Habituation	137
Primacy Effect	138
Stereotypes	138
Strategies for Finding Common Ground	139
Commit to Finding Common Ground	140
Seek Common Denominators	141
Avoid Common Dividers	143

Use Words That Unite;	
Avoid Words That Divide	144
Avoid Toxic Connections	145
Getting Better at Finding Common Ground	147
To Sum Up	148
Going Deeper	149
Chapter 8. Redirecting Toxic Words and Emotions	155
Controlling Our Emotions	156
Name It	158
Reframe It	160
Tame It	163
Redirecting Toxic Conversations	167
Defining Toxic Conversations	169
Stop Toxic Conversations Before They Start	171
Responsive Turns	172
Remaining Silent	174
Getting Better at Redirecting	
Toxic Conversations	175
To Sum Up	176
Going Deeper	177
Chapter 9. Building Trust	187
Trust Factors	194
Character	194
Reliability	196
Competence	198
Warmth	201
Stewardship	202
Trust: Putting It All Together	204
Getting Better at Building Trust	205
To Sum Up	205
Going Deeper	206
References	211
Study Participants	217
Index	219



Visit the companion website at http://resources.corwin.com/ KnightBetterConversations for downloadable resources.