

### Arguing or Reasoning?

Arguing	Reasoning
Listening to respond / to refute	Listening to understand
Has a prepared “case” / usually developed by “connecting the dots” / sometimes incorrectly	Has an opinion, but is convinced there are ideas that are yet to be discovered
Feel need to stand your ground	Aware the other has something to add
Motivated to demonstrate strength	Secure and not needing to demonstrate strength
Defensive / aggressive	Receptive
Assumes someone must win, other must loose	Assumes there is an outcome that has yet to be discovered, a win / win
Picture: standing over the other	Picture: sitting across from one another
Objective / position driven	Relationship / mutual respect driven
Attacks the person, not the issue	Maintains objectivity, focus on moving the issue forward
Becomes repetitive, conversation develops into a circle, similar responses given to each point made	Seeks for new ideas
The need to repeat assumes one is not being heard, energy / anger develops in an effort to express one’s position	Shares ideas with energy and passion without making it personal
When frustrated, brings in other subjects	Sticks to the subject at hand
Feels disrespected, communicates disrespect even if unintended	Feels affirmed, values; communicates the same
Needs to have the last word	Allows for the potential that the decision may need to be delayed to find the better option
Likely outcome: stalemate	Possible outcome: a pause, re-schedule
Best possible outcome: compromise	Best possible outcome: a better idea, synergy

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 Leadership Development Resources  
 PO Box 667  
 Hagerstown, MD 21740  
[t.king@ldronline.org](mailto:t.king@ldronline.org) / [www.ldronline.org](http://www.ldronline.org)  
 301-733-8473