Geisel HR Presents:

IGNITE

LET'S TALK ABOUT IT.
LEADING THROUGH
DIFFICULT CONVERSATIONS

SEPTEMBER 20, 2022 / 12:00 - 2:00
ACTIVITY: Do your homework on the people and situation. Use the below table to understand perspectives of everyone involved to inform your thinking.

<table>
<thead>
<tr>
<th>Understand each other’s stories</th>
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<tbody>
<tr>
<td><strong>My Story:</strong> What is the problem from my point of view? Include data to support it.</td>
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<th>Contributions, impacts and intentions</th>
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<tbody>
<tr>
<td><strong>Their contribution:</strong> how have they contributed to the current situation?</td>
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<tr>
<td><strong>My contribution:</strong> how have I contributed to the current situation?</td>
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*Adapted from Triad Consulting Group’s Authentic Conversation Plan worksheet*
Rephrasing statements for positive impact:

Write down honest statements of things you’re feeling about the difficult situation. Then, rephrase in a non-violent manner that remains honest and direct.

*Example:*

You never help.  

I feel overworked and would appreciate some extra help

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<tr>
<th>Honest blunt statement</th>
<th>Rephrased statement</th>
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Know the goals of the conversation

1. List the best-case outcome:
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

2. Be aware of the worst-case outcome:
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

3. What are your goals for the conversation? How might you compromise?
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

4. List any unknowns you need to research. Write down the answers you find:
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

NOTES:
**Conversation openers**

- I have something I’d like to discuss with you that I think will help us work together more effectively.
- I’d like to talk about _____ with you, but first I’d like to get your point of view.
- I need your help with what just happened. Do you have a few minutes to talk?
- I need your help with something. Can we talk about it (soon)?
- I think we have different perceptions about ______. I’d like to hear your thinking on this.
- I’d like to talk about _______. I think we may have different ideas about how to _________.
- I’d like to see if we might reach a better understanding about ______. I really want to hear your feelings about this and share my perspective as well.

List any other ideas on ways to open the conversation:

_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
Active listening

• Focus on their perspective
  o “What I’m hearing you say is...”
  o “May I clarify if I’ve understood you correctly?”

• Validate their feelings
  o “I might feel the same way if that happened to me.”

• Ask yourself three questions:
  1. What are they telling me about the topic or point of view?
  2. What is the basis for their position?
  3. How convincing is their point, and how much does it challenge my perspective?
Closing the conversation

1. Ensure you have agreed on solutions together
2. Have an action plan in place
3. Acknowledge the uncomfortable situation
4. Recognize the points made
5. Offer support where possible
6. Set up next touch-base
   a. Proactively follow up
   b. Focus on the positives and achieving shared goal

NOTES: