

Geisel HR Presents:

IGNITE

**LET'S TALK ABOUT IT.
LEADING THROUGH
DIFFICULT CONVERSATIONS**



SEPTEMBER 20, 2022 / 12:00 - 2:00

Preparing for Difficult Conversations



ACTIVITY: Do your homework on the people and situation. Use the below table to understand perspectives of everyone involved to inform your thinking.

Understand each other's stories		
My Story: What is the problem from my point of view? Include data to support it.		
Their Story: What is the problem from their point of view? Include data to support it.		
Contributions, impacts and intentions		
Their contribution: how have they contributed to the current situation?	Impact on me: what impact has this situation had on me?	Their Intentions: What might their intentions have been?
My contribution: how have I contributed to the current situation?	My intentions: what were my intentions?	Impact on them: what impact might this situation have on them?

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*

Honest blunt statement	Rephrased statement

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
 - “What I’m hearing you say is...”
 - “May I clarify if I’ve understood you correctly?”

- Validate their feelings
 - “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?

NOTES:

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: