

Guided Notes: We Need to Talk: Difficult & Crucial Conversations at Work?

WHAT IS A DIFFICULT CONVERSATION AND WHY CERTAIN CONVERSATIONS ARE DIFFERENT?

- Difficult conversations are anything we find _____ with another person.
- Emotions are usually _____.
- People have very _____ about the topics.
- People worry about it _____ and hurting the relationship.
- Often times there is a _____ between the people.

OBJECTIVES:

- Discuss the _____ tips for having difficult conversations.
- _____ ways to have difficult conversations.

TIP #1

- Be _____.
- State your _____ and _____ for having the conversation.
- You are having a _____ and not a _____ with this individual.

TIP #2

- Be _____.
- Write out what _____ and stick with the _____.
- Anything outside of the facts will make someone _____ your _____.

TIP #3

- _____ out the conversation.
- You want to _____ of what you're going to say, as well as _____ how the other person may react.
- Starting your sentences with "I" avoids _____, _____ and _____ which are key to keeping your composure.
- " I-statements promote an _____ to find a solution and seek constructive change without conflict.

Communicate with G.R.I.T.

- G= _____
- R= _____
- I= _____
- T= _____
- Make sure you are fully _____ and _____ throughout the dialogue.

TIP #4

- Watch your _____.
- The _____ you use during the conversation matter.
- I recommend not beginning the conversation with, “You _____ is about, right?”

TIP #5

- Offer a _____.
- Nothing is worse than delivering a _____ and leaving it at just that.
- If you’re telling an employee that they aren’t getting a raise, explain why and let them know what they need to _____ to make that raise a _____.

TIP #6

- Manage your _____.
- You want to have the conversation in an _____ and keep it _____.
- In this situation, take a step _____ and remove the _____ from the _____.
- Aim to find the _____ and have the conversation from that place.
- How the other person responds is _____.

TIP #7

- Be _____.
- While your delivery of the message should be _____, this does not mean that you shouldn’t _____.
- If you see they’re really struggling with what you’ve said, _____ for a minute while they collect themselves.
- If they’re really taking the news poorly, remind them that you’re delivering this _____ to make them better, and you want to see them _____.
- You’ll get through it. Keep the conversation focused _____ and share both insights and opportunities to improve.
- You may want to start by saying, “I need to tell you something that might be _____.”

TIP #8

- Allow the other person to ask _____.
- If you do all of talking the _____ will seem like a _____.

TIP #9

- Make _____.
- Make _____ instead of _____.
- What do you _____t?
- How do you _____ it?
- _____ do you need by?

- In what _____ would you like it?
- The majority of the work in any conflict conversation is work you do on _____.
- Step #1: Inquiry: Cultivate an attitude of _____ and _____.
- Step #2: Acknowledgement: Acknowledgment means showing that you've _____ and _____.
- Step #3: Problem-Solving: Now you're ready to begin building solutions.

Bad News Sandwich

- The buns of the sandwich include _____, _____, and the meat deals with the _____.

Don't Make Assumptions

- What _____ are you making about this person's behavior?
- They may have feelings such as being _____, _____, disrespected, or criticized but be cautious about assuming this because it may not be case.